

LIBRARY AND WEB TECHNOLOGY

Code No. 9212

Units: 1–9

AIOU Website: <https://aiou.edu.pk>

LIS Department Website: <https://lis.aiou.edu.pk/>

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**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCES
FACULTY OF SOCIAL SCIENCES & HUMANITIES
ALLAMA IQBAL OPEN UNIVERSITY
ISLAMABAD**

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First Edition 2022

Quantity 1000

Price Rs.

Typeset by Muhammad Hameed

Printing Incharge..... Dr. Sarmad Iqbal

Printer AIOU-Printing Press, Sector H-8, Islamabad

Publisher Allama Iqbal Open University, H-8, Islamabad

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FOREWORD

Department of Library and Information Sciences was established in 1985 under the flagship of the Faculty of Social Sciences and Humanities intending to produce trained professional manpower. The department is currently offering seven programs from certificate courses to PhD levels for fresh and/or continuing students. The department is supporting the mission of AIOU keeping in view the philosophies of distance and online education. The primary focus of its programs is to provide quality education by targeting the educational needs of the masses at their doorstep across the country.

BS 4-year in Library and Information Sciences (LIS) is a competency-based learning program. The primary aim of this program is to produce knowledgeable and ICT-based skilled professionals. The scheme of study for this program is specially designed on the foundational and advanced courses to provide in-depth knowledge and understanding of the areas of specialization in librarianship. It also focuses on general subjects and theories, principles, and methodologies of related LIS and relevant domains.

This new program has a well-defined level of LIS knowledge and includes courses in general education. The students are expected to advance beyond their higher secondary level and mature and deepen their competencies in communication, mathematics, languages, ICT, general science, and an array of topics of social science through analytical and intellectual scholarship. Moreover, the salient features of this program include practice-based learning to provide students with a platform of practical knowledge of the environment and context, they will face in their professional life.

This program intends to enhance students' abilities in planning and controlling library functions. The program will also produce highly skilled professional human resources to serve libraries, resource access centres, documentation centres, archives, museums, information centres, and LIS schools. Further, it will also help students to improve their knowledge and skills of management, research, technology, advocacy, problem-solving, and decision-making relevant to information work in a rapidly changing environment along with integrity and social responsibility. I welcome you all and wish you good luck with your academic exploration at AIOU!

Prof. Dr. Zia Ul-Qayyum
Vice-Chancellor

PREFACE

Keeping in view the significant contribution of web technology in promoting library services and fulfilling users' information needs, this study guide '***Library and Web Technology***' is prepared for LIS students and LIS professionals to provide a good understanding of web technology in the context of libraries. This study guide is indeed a much-needed publication for the library and education community and a major guide to assist LIS students, LIS professionals, and teaching faculty concerning internet/web technology and its application in library services. Additionally, this course has been particularly designed for library and information sciences students with the purpose to prepare them for their future roles in an electronic environment. The expected learning outcomes of this course include a combination of knowledge, values, and skills with a particular emphasis on its use in a professional way.

This book explores different metasearch engines. It would help those patrons looking for people and news on the internet. This book also offers quality and accurate web resources suitable for study or research work in which accuracy is critical. A piece of insight information on access to free full-text resources is also a part of this book which would help the LIS students and practitioners in fulfilling the information needs of end-users. Furthermore, this book highlights informative and reliable Internet sites for kids and electronic resources on health sciences and medical information which are critical in today's electronic environment.

This book will also assist the students to learn about earning money on the web, cyber-shopping, and managing web-based email. The book in hand also guides the students and information professionals on how to create your Web pages and web accessibility. This book ends with an overview of teaching the internet, computer troubleshooting, and keeping up with changes. This study guide provides a much-needed resource for teaching web technology in the emerging library context to students in higher education.

Prof. Dr Syed Hassan Raza

Dean, Faculty of Social Sciences & Humanities

ACKNOWLEDGEMENTS

First, I am extremely grateful to the worthy Vice-Chancellor and the worthy Dean, FSSH for allowing me to prepare this book. Without their support, this task may not be possible. Further, they have consistently been a source of knowledge, encouragement, benignancy, and much more.

I am highly indebted to my parents, spouse, siblings, and children, who allowed me to utilize family time in the completion of this work timely. Their continuous prayers kept me consistent throughout this journey. I would also appreciate the cooperation of my departmental colleagues extended to me whenever required. Special thanks to the Academic Planning and Course Production (APCP) and Editing Cell of AIOU for their valued input that paved my path to improve and finish this book following AIOU standards and guidelines. They have been very kind and supportive as well.

I would also like to thank the Print Production Unit (PPU) of AIOU for their support regarding the comprehensive formatting of the manuscript and for designing an impressive cover and title page. Special thanks are also owed to AIOU's library for giving me the relevant resources to complete this task in a befitting manner. I am also thankful to ICT officials for uploading this book to the AIOU website. There are many other persons, whose names I could not mention here, but they have been a source of motivation in the whole extent of this pursuit.

Dr Amjid Khan
Assistant Professor, LIS

INTRODUCTION OF THE COURSE

This course has been organized in a way to help you in completing your required coursework. There are nine units in this course. Each unit starts with an introduction, which provides an overall overview of that unit. The introduction part is followed by objectives in each unit that shows the basic learning purposes. Similarly, the rationale behind these objectives is that after reading the unit a student should be able to explain, discuss, compare, and analyze the concepts studied in that unit. Hence, this study guide is intended to be a concise appetizer and learning tool in which the course contents are briefly introduced.

This study guide is based on prescribed reading materials. For each unit, these prescribed reading materials have been classified as compulsory readings and suggested readings. Students are bound for studying these materials to have successful completion of the course. After the section on ‘suggested readings,’ a few self-assessment questions and activities have been put forth for the students. These questions are meant to facilitate students/you in understanding how much students/you have learned.

For this course, workshop and tutorial support will be provided as per AIOU policy. So, before going to attend a class, prepare yourself to discuss course contents with your tutor. There will be 70% compulsory attendance in every workshop. After completing the study of the first 5 units ‘Assignment No. 1’ is due. The second assignment that is ‘Assignment No. 2’ is due after the completion of the next 4 units. These two assignments are to be assessed by the relevant tutor/resource person. Students should be very careful while preparing the assignments because these may also be checked with Turnitin for plagiarism.

COURSE STUDY PLAN

As you know the course is offered through distance education, so it is organized in a manner to evolve a self-learning process in absence of formal classroom teaching. Although the students can choose their way of studying the required reading material, but advised to follow the following steps:

Step 1: Thoroughly read the description of the course for clear identification of the reading material.

Step 2: Carefully read the way the reading material is to be used.

Step 3: Complete the first quick reading of your required study materials.

Step 4: Carefully make the second reading and note down some of the points in the notebook, which are not clear and need full understanding.

Step 5: Carry out the self-assessment questions with the help of study material and tutor guidance.

Step 6: Revise notes. It is quite possible that many of those points, which are not clear and understandable, previously become clearer during the process of carrying out self-assessment questions.

Step 7: Make a third and final reading of the study material. At this stage, it is advised to keep in view the homework (assignments). These are compulsory for the successful completion of the course.

ASSESSMENT/EVALUATION OF STUDENTS' COURSEWORK

Multiple criteria have been adopted to assess students' work for each course, except for Research Project/Project.

- (a) Written examination to be assessed by the Examination Department, AIOU at the end of each semester = 70% marks (pass marks 50%). AIOU examination rules apply in this regard.
- (b) Two assignments and/or equivalent to be assessed by the relevant tutor/resource person = 30% marks (pass marks 50% collectively).

All the matters relating to Research Project/Project will be dealt with as per AIOU rules. However, the pass marks for Research Thesis are 50% both in the evaluation of the research report and viva voce examination separately.

OBJECTIVES OF THE COURSE

After studying this course, you will be able to understand, evaluate and describe:

1. Searching and meta-searching the internet.
2. Finding people and news on the net.
3. Quality reference resources on the web and free full-text resources.
4. Internet sites for kids, and health and medical information online.
5. Minding your money on the web and cyber-shopping.
6. Managing web-based e-mail.
7. Making and maintaining do-it-yourself web pages, and web accessibility.
8. Teaching the internet, computer troubleshooting, and keeping up with changes.

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Unit–1

SEARCHING AND META-SEARCHING THE INTERNET

Compiled by: Dr. Amjid Khan

Reviewed by: Dr. Pervaiz Ahmad

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INTRODUCTION

This unit will cover an introduction to the World Wide Web (W3), searching and meta-searching engines and web directories, searching the invisible web and searching rule of thumb. At the end of the unit, self-assessment questions followed by practical activities are given to the students.

OBJECTIVES

After studying this unit, you will be able to understand and explore:

- internet and meta-search engines
- web directories and metasearch sites
- search the invisible web
- Boolean operators
- searching rule of thumb

1.1 INTRODUCTION

The World Wide Web (W3) is a system of Internet servers that supports specially formatted documents. The documents are formatted in a markup language called HTML (*HyperText Markup Language*) that supports links to other documents, as well as graphics, audio, and video files. This means you can jump from one document to another simply by clicking on hot spots. As library and information science professionals, one of our central intellectual challenges today is figuring out how to use the Internet, and all that incorporates, without letting it overtake or overwhelm what is uniquely us. That means understanding what's there (and by extension, what's not), choosing, as a result, to use the free Internet when its most appropriate or likely to be successful, finding and recognizing good stuff there, trying multiple approaches in that finding process, deciding when to stop or move on to more fruitful approaches, helping people to use and understand it, and other allied or related things.

History of the web: Tim Berners-Lee, a British scientist, invented the World Wide Web (WWW) in 1989 while working at CERN. The web was originally conceived and developed to meet the demand for automated information-sharing between scientists in universities and institutes around the world. History of Yahoo! Yahoo! was started at Stanford University. It was founded in January 1994 by Jerry Yang and David Filo, who were Electrical Engineering graduate students when they created a website named "Jerry and David's Guide to the World Wide Web"... The yahoo.com domain was created on January 18, 1995. Yahoo! (www.yahoo.com) was just a little hyperlinked directory maintained by a couple of guys from Stanford University?

The search engine of choice was Lycos (www.lycos.com), which seemed at the time to be a marvel of software engineering, able to find anything that existed on that sparsely populated World Wide Web. Later, Lycos foundered started selling its listings and lost its edge to such newer engines as Infoseek and AltaVista (www.altavista.com). Now, Lycos is back, Infoseek is gone, and AltaVista is a fading presence bought by the "paid listing" search engine called Overture, which was subsequently purchased by Yahoo!. Yes, even as the seasons change, so do the search engines.

Disney bought Infoseek, renamed it GO.com (www.go.com), and turned it into a portal for Disney press releases. Another search engine, FAST Search's AllTheWeb.com (www.alltheweb.com), appeared and purported to index more Web pages than anyone else—until it too was purchased by Yahoo!. Amid all this chaos of bursting and fading search tools, two Stanford PhD candidates, Larry Page

and Sergey Brin, came up with a technologically advanced method to analyze links on Webpages. In 1998, they applied their paradigm through a new search engine called Google (www.google.com). It became an instant success, famed for both the simplicity of its interface and the almost spooky relevance of its results. Google bases its relevancy rankings on a complex network of algorithms, including the popularity factor determined by the number of links pointing to a site. It also considers the importance, based on linkage, of the pages pointing to the site. The result, especially for common word searches, is spectacular and highly resistant to “spamdexing.” (Spamdexing is the application of false or misleading metatags to Web content designed to hijack searchers to the spamdexer’s site. It corresponds to sending unwanted messages via e-mail, a.k.a. spam, and constitutes a serious problem for search engines, so much so that the struggle between spamdexing and search engines is referred to as an “arms race.” Of course, Google’s relevance comes at a price. Its default Boolean “AND” cuts out many results. Admittedly, many of those results would have been irrelevant. Still, Google might miss obscure sites that contain rare treasures.

Because of its honing features, Google is a great library assistant if you need precise results from the Internet. Google is also great for finding poems based on half-remembered lines quoted by patrons. Imagine using a book to find the first line of a poem for which you have no frame of reference. But type “I have slipped the surly bonds of earth” into the Google search box (enclosing the phrase in quotation marks), and up pops the text of the poem “High Flight” by John Gillespie Magee Jr., who was killed in World War II during a dogfight at age 19. Just what our patrons asked for! Google has all kinds of tricks, and it keeps getting better. Google’s Local Search (<http://local.google.com/lochp>) will graphically point out categories of businesses in the user-specified vicinity for Canada, the U.S., and the U.K.

At the results screen, click the “Map” button for a map or directions to a chosen business. Or click the “Sat” button for a satellite view from about 3,000 feet high. For more fun, PC users can download “Google Earth,” the updated and expanded version of its Keyhole 3D satellite imagery acquisition. Users can “fly” over a route to a destination, or just sightsee interesting points in our world. The basic application is free. More detailed images are available for a fee. Both Google and Yahoo! will search a version of the Online Computer Library Center (OCLC) union catalogue, called Open WorldCat, for books held in OCLC libraries near you. Type “find in a library” in quotation marks or site: worldcatlibraries.org in the Google search box along with the bibliographic information for the book you seek. Results will tell you which OCLC libraries near you hold the title.

1.2 BEYOND GOOGLE: OTHER SEARCH ENGINES AND WEB DIRECTORIES

A **web directory** or link **directory** is an online list or catalogue of websites. That is, it is a **directory** on the World Wide **Web** of (all or part of) the World Wide **Web**. Historically, **directories** typically listed entries on people or businesses, and their contact information; such **directories** are still in use today. There are other search engines out there that use different ranking and indexing methods. These search engines may yield different yet strong results that can complement a Google search.

Yahoo!*www.yahoo.com*: Yahoo!, the Web's first major search engine, has been on a buying spree. When it purchased Overture in 2003, Yahoo! Acquired both of the search engines that Overture had bought the year before AltaVista and AllTheWeb. Yahoo! also bought Inktomi and then combined the search strategies of all these acquisitions to make the current potent Yahoo! search engine. Yahoo!'s portal page is chockablock with a variety of news, ads, and links to other services. For a clean page that offers the only search, go to Yahoo! Search (<http://search.yahoo.com>). Yahoo!'s results formerly came from its directory of handpicked entries. That directory is still available at the Yahoo! Search Directory (<http://dir.yahoo.com>). Think of it as "Yahoo! Classic." Yahoo! offers a powerful search toolbar that works with Internet Explorer. It allows users to customize the buttons on the appliance, giving users one-click links to their favourite information. The toolbar also blocks those annoying advertising pop-ups and features an anti-spyware search feature. Yahoo! recently teamed up with OCLC to offer a specialized toolbar that lets users search the OpenWorldCat version of OCLC's union catalogue. Download this integrated library search application at OCLC (www.oclc.org/toolbar) or simply type "find in a library" before bibliographic information in the Yahoo! search box. The result, from worldcatlibraries.org, can tell you which OCLC libraries near you hold the book that you seek. Yahoo! continues to expand its search base with its "ContentAcquisition Program." This involves not only indexing more commercial sites but also expanding its ability to search databases, a.k.a. the "Invisible Web." Finally, like Google, Yahoo! has added a search interface to find local businesses and services (www.yahoo.com). Although it lacks a satellite view feature, its results seem to be more accurate and relevant than its rivals.

Open Directory*http://dmoz.org*: Talk about your "handpicked"! Here is the Web's largest human-edited directory, compiled entirely by volunteers. Its listings also power the Google Directory www.google.com/dirhp.

AskJeeves*www.ask.com*: Many non-librarians will turn to AskJeeves' friendly interface because it appears to answer questions phrased in "natural language," or

in other words, “How do I take care of tortoise eggs?” instead of “tortoise eggs care.” Web results come from the Teoma search engine, a smaller but highly relevant application that AskJeeves bought in 2001.

Gigablast www.gigablast.com: Gigablast generates highly relevant results and offers related search terms called “Giga Bits.” All these engines are terrific in themselves.

WorldCat <https://www.worldcat.org/>: is a union catalogue that itemizes the collections of 72,000 libraries in 170 countries and territories that participate in the Online Computer Library Center (OCLC) global cooperative. It is operated by OCLC Online Computer Library Center, Inc. The subscribing member libraries collectively maintain WorldCat's database, the world's largest bibliographic database. OCLC makes WorldCat itself available free to libraries, but the catalogue is the foundation for other subscription OCLC services (such as resource sharing and collection management).

Biomed central <http://www.biomedcentral.com/>: A pioneer of open access publishing, BMC has an evolving portfolio of high-quality peer-reviewed journals including broad interest titles such as BMC Biology and BMC Medicine, specialist journals such as Malaria Journal and Microbiome, and the BMC Series.

Links to other sources.

- <http://digitallibrary.edu.pk/oebooks.html>
- <http://www.ncbi.nlm.nih.gov/pubmed>
- <https://doaj.org>
- www.freemedicaljournl.com

1.3 METASEARCH SITES

Metasearch Sites: A **metasearch engine** (or aggregator) is a search tool that uses another search **engine's** data to produce its results from the Internet. **Metasearch engines** take input from a user and simultaneously send out queries to third-party search **engines** for results. A **metasearch engine** (or search aggregator) is an online information retrieval tool that uses the data of a web search engine to produce its results. Metasearch engines take input from a user and immediately query search engines for results. Sufficient data is gathered, ranked, and presented to the users. Problems such as spamming reduce the accuracy and precision of results. The process of fusion aims to improve the engineering of a metasearch engine. Examples of metasearch engines include Skyscanner and Kayak.com,

which aggregate search results of online travel agencies and provider websites and Excite, which aggregates results from internet search engines.

A metasearch engine has an advantage over a single search engine in that it can obtain more results for the same amount of effort. It also saves users time by eliminating the need to type in searches from various engines to find resources manually. List metasearch engines are presented below.

AOL Search — AOL Search is a metasearch engine that returns results from the Internet. In any case, AOL gets all of its results, both natural and paid, from its Google web index. However, publications from other sources of information may also appear.

All the Internet — This search aggregator will never keep, record, gather, or monitor personal information. It does not sell user information to third parties. You may rest assured that everything you do on this website is private. It searches the Internet for relevant information, news, images, and videos using a variety of new alternative web search engines.

ApocalX — This meta-search engine is based on a simplified French version of Google and employs a filter that filters out adult-only websites.

Carrot2 — Carrot2 is an open-source engine for cluster analysis search results. It can group search results from various sources and generate a small collection of documents. Carrot2 includes ready-to-use components for retrieving search results from multiple sources, including YahooAPI, GoogleAPI, Bing API, eTools Meta Search, Lucene, SOLR, Google Desktop, etc.

Ceek.jp — Creek is the Japanese language unified search aggregator. The site uses data from Google and Bing, and these sources can be impaired before searching. Creek.jp results appear text-only, with no images, advertisements, or videos. A robot-style news search pulls only text-based headlines and articles from various sources.

CurryGuide — CurryGuide is a next-generation global metasearch engine and web portal search aggregator for searching the latest news, web search, weather, horoscope, shopping, kids search, auction, jobs, mp3 / music, FTP / downloads, online news, books, and so on. It is an advanced, superfast, and free virtual search engine.

Dogpile — It is a well-known meta-search engine among various meta-internet search tools. InfoSpace LLC published Dogpile in 1995, and it collects information from Google, Yahoo, Yandex, and many other meta-search engines. This meta-search engine provides biases on the search, the search proposal, and the search of the different clients, so it offers a wide range of dispositions in the list items. This meta-online search tool provides a web-based list of items and images, neighbourhood posts, shopping arrangements, news, and recordings.

Search — Searchx is a Privacy-respecting metasearch engine, which means that it aggregates results from various search engines and displays them together. It ensures essential privacy by combining your queries with those of other platforms. Because the code is open-source, anyone can contribute to making Searx better.

Draze — Draze is a family-friendly search engine, so you can now sleep soundly while your children surf the web. You can search here for sports, ecards, submits, submissions, sites, websites, electronic cards, greeting cards, chats, communities, auctions, shopping, stocks, meta searches, weathers, quotes, horoscopes, classifieds, references, encyclopedias, libraries, videos, audios, dictionaries, and more.

Entireweb — Entireweb is a metasearch engine that finds and displays relevant websites, images, and real-time results. Entireweb currently processes millions of searches per month and is a trusted partner of internationally renowned search engines such as Exactseek and IxQuick, which rely on Entireweb to provide world-class search results.

ETools.ch — This Transparent metasearch engine meets Swiss standards. With a single click, you can query multiple search engines simultaneously. eTools Private Search delivers the best web results from major search engines in complete privacy and security. This searches the web extensively without leaving traces; and has a clear and easy-to-use search interface for better searches.

Fagan Finder — Fagan Finder is a collection of tools and a metasearch engine that can help you find anything online. This site, named after its author Michael Fagan, compiles the best internet tools into a single page. Search engines, references, news, multimedia, discussion, dictionaries, calculators, etc. This is an excellent starting point.

Fazzle — Fazzle is a meta-search engine available in three languages: English, French, and Dutch. Fazzle searches over 120 different search engines to give 'quick accurate results' with each listing accompanied by a preview page. Web,

Downloads, Images, Videos, Audio, Yellow Pages, White Pages, Shopping, and News are among the search results on Fuzzle.

Fefoo search app — Fefoo is a search application that allows users to search multiple search engines in different categories. Search for images, torrents, music, books, recipes, and more than 30 other categories. Fefoo is not a search engine but an application that effectively allows you to search multiple search engines. It is designed to run as an offline application, and once fully loaded, it runs from the client's computer.

Vivísimo <http://vivisimo.com>: **Vivísimo** was a privately held technology company in Pittsburgh, Pennsylvania, specializing in the development of computer search engines. The company was acquired by IBM in May 2012 and is now branded as IBM Watson Explorer, a product of the IBM Watson Group. Vivísimo's public web search engine Clusty was a metasearch engine with document clustering; it was sold to Yippy, Inc. in 2010. Vivísimo specialized in federated search and document clustering. Clustering divides the results of a search for "cell" into groups including "biology", "battery", and "prison".

Dogpile www.dogpile.com: **Dogpile** is a metasearch engine for information on the World Wide Web that fetches results from Google, Yahoo!, Yandex, Bing and results from other popular search engines, including those from audio and video content providers. It automatically searches Google, Yahoo!, AskJeeves, About.com, and others for Web pages, images, or multimedia files. Use the Advanced Search feature to apply Boolean terms or impose filters by language, domain, or adult content. The results are sorted by individual search engine results.

Ixquick www.ixquick.com: David Bodnick has created this most technologically sophisticated metasearch engine. It is one of the few metasearch tools that can understand both natural language and advanced Boolean searches and knows which engines can handle what syntax. It ranks its results by relevance and gives details about the ranking in the engines it queries. Search the Web, or just search news, images, or MP3 music.

Mama Metasearch www.mamma.com: We know that the words of Saddam Hussein have indeed entered our lexicon when a metasearch utility calls itself "The Mother of All Search Engines." The simple interface searches the top engines and directories. Try the "Power Search" to pick and choose among the resources and add content filters.

KartOO.com www.kartoo.com: KartOO not only does a metasearch, but it also displays the results as a Macromedia Flash information map. See how your search results relate to each other—literally.

1.4 SEARCH THE INVISIBLE WEB

Not all Web-enabled data is lying out there in HTML format. Much information lies concealed in databases (like telephone directories) or collections of .pdf files (written in Adobe Acrobat, www.adobe.com). In the past, regular search engines have not been able to mine this data; it was “invisible” to them. That is changing as the engines become more sophisticated. For example, mighty Google now searches 12 file formats, including PDF documents, Microsoft Office, MS Word, PostScript, Corel WordPerfect, and Lotus 1-2-3. Some specialized services fashion their directories specially to access obscure gems.

Complete Planet <http://aip.completeplanet.com>: “Deep” or “Invisible” Web? Complete Planet offers this list of subject-specific search engines and searchable databases. An advanced search page offers Boolean narrowing and searches by field and date. This is a very deep and complete search resource.

OAister <http://oaister.umd.umich.edu/o/oaister>: The University of Michigan’s Digital Library Production Service has developed a proprietary “middleware” application that performs real-time searches of academic databases invisible to regular search engines. This makes OAister a virtually unified search interface of an open archive, high-quality articles, and Web sites from almost 400 academic institutions around the world. Browse institutional databases by title or search the whole dangd thing in a delineated field search or by keyword.

Google Scholar <http://scholar.google.com>: **Google Scholar** is a freely accessible web search engine that indexes the full text or metadata of scholarly literature across an array of publishing formats and disciplines. The Google Scholar index includes most peer-reviewed online academic journals and books, conference papers, theses and dissertations, preprints, abstracts, technical reports, and other scholarly literature, including court opinions and patents.

Copernic Meta www.copernic.com: Copernic Meta, offered by Copernic Technologies Inc., comes in two flavours: a Windows “Deskbar” that tucks itself into your Windows taskbar and a “Toolbar” designed to work with Microsoft Internet Explorer. Meta performs searches of up to 80 search engines in seven categories. Seconds after you have launched a search, it will start to display results on the screen as it finds them, without duplicates, then sorted in relevance order.

Go ahead and use fuzzy Boolean. It lets you know which of the engines you picked doesn't support that feature. There is a commercial package as well as a free version.

WebFerret www.ferretsoft.com: WebFerret searches several major engines and de-dups the results quickly and simply. Pro: It can also search the news. Con: It doesn't search Google.

Keeping Up with the Engines: As the Internet is always in flux, so are the search engines. Where can you go to keep pace with the engines?

Search Engine Showdown www.searchengineshowdown.com: Research librarian Greg R. Notess offers analyses of search engines, including charts showing their relative strengths and weaknesses. He points the way to several subject-specific engines and offers searching tips to get the most out of all of them. Breaking news from Notes is available via the RSS feed. This is a great site for the analytically inclined.

1.5 SEARCHING RULE OF THUMB

Sometimes, what we want to find on the Web just isn't there or isn't listed in a search engine. Whether we use Google or the most powerful metasearch engine, a good rule of thumb for both our patrons and we is to devote no more than 20 minutes to any search. If we can't locate the page we want on the Web within that time, it probably isn't there. Or maybe it just hasn't been written properly, with powerful metatags that attract search engines. In any case, it's out of our control. This can be hard to explain to our patrons, who think that everything is easily accessible on the Web—or should be.

1.6 SELF-ASSESSMENT QUESTIONS

1. Discuss the evolution of web technology.
2. Define 'metasearch' and its important features with examples.
3. Write a comprehensive note on the google search engine with examples.
4. Discuss the silent features of the yahoo search engine with relevant examples.

5. Write short notes on the following:
- Searching rule of thumb
 - WorldCat
 - OCLC
 - LOC
 - Boolean operators
 - Google Scholar
 - Metasearch engines
 - Boolean operators
 - Rule of thumb
 - Directory of Open Access Journals (DOAJ)

1.7 ACTIVITIES

As a student of the library and information science profession, prepare a list of authentic and reliable information sources on the following.

- Medical electronic websites/URLs
- Engineering electronic websites/URLs
- Social science electronic websites/URLs
- Agricultural electronic websites/URLs
- Environment electronic websites/URLs

1.8 REFERENCES

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Unit–2

FINDING PEOPLE AND NEWS ON THE NET

Compiled by: Dr. Amjid Khan

Reviewed by: _____

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INTRODUCTION

This unit gives a brief overview on how to find people, news updates, streaming news, free telephone and address directories on the internet. Similarly, an introduction to blogs, news aggregator sites, directories of online newspapers and archives and news evaluations are stated with details. At the end of the unit, self-assessment questions followed by practical activities are given to the students.

OBJECTIVES

After studying this unit, you will be able to explore:

- people, news, news aggregator sites, free telephone and address directories on the internet
- streaming news, blogs
- directories of online newspapers and archives
- news evaluation

2.1 INTRODUCTION

To find someone on the Web, you're going to need all your investigating skills - very rarely does all the information you're looking for come to you in one search. That's where Google comes in. The behemoth search engine tracks everything users search for and provide; some people call it spying while others call it smart business. Regardless, the information can help you immensely if you know where to look. For instance, merely typing the person's full name in quotations - "John Smith" - into Google's search field can potentially yield quite a few favourable results. If you know where the person lives - "John Smith" Atlanta - you'll get even more results. How about where the person works? "John Smith" "coca-cola" Atlanta. Private investigators grumble that online search services are taking away much of their business: The databases that were once their private domain are now publicly accessible over the Internet. Some longtime professional searchers know exactly how they feel.

2.2 FREE TELEPHONE AND ADDRESS DIRECTORIES

Helping patrons locate people and businesses got much easier with the advent of online telephone directories. The contents of hundreds of those huge floppy yellow and white pages are now freely available on the Web. There are a lot of free directory information sites on the Web. Yet every one of these directories buys almost all its data from one of the first two information aggregator companies listed here. The others offer a variety of value-added search functions, such as being able to scour the entire nation for a business or personal name with one click.

Acxiom Corporation www.acxiom.com/default.aspx: Acxiom's "InfoBase" is a residential and business telephone and address database with more than 123 million telephone and address listings throughout the United States and 16 million Canadian listings. Websites that use Acxiom's database include Verizon's SuperPages.com (www.superpages.com), Lycos (www.lycos.com; www.whowhere.com), and InfoSpace.com (www.infospace.com).

InfoUSA www.infousa.com: InfoUSA is Acxiom's main rival in the directory database business. Its telephone directory search page, called DirectoryAssistance Plus (www.daplus.us), will search for people, businesses, yellow pages categories, and even reverse telephone lookups.

SuperPages.com <http://superpages.com>: Verizon's interface makes it easy to search the nation for people or businesses listed in telephone directories. Use their "GlobalDirectories" link to find directories from around the globe.

The Ultimates <http://theultimates.com>: Scott Martin has assembled pages that allow the user to type in a name once and then run it through several directories (with perhaps the same basic databases, but with different search features) without having to retype. The search boxes all appear on one page, but each search opens a new results window.

Website www.nedsite.nl/search/people.htm: Nedsite, an Amsterdam-based Internet portal, boasts no directory information of its own. Instead, it has assembled a long list of links to the world's phone, fax, and e-mail directories on the Web. It includes special sections for classmate searches, military directories, missing person searches, and genealogy resources.

E-Mail Search: Most telephone directory Web sites also offer email address searches; a few directories and engines search for email addresses exclusively. Newsgroup archives and class reunion sites offer an indirect avenue for locating e-mail addresses. Of course, the best way to get someone's e-mail address is just to call the person and ask. But where's the fun in that?

MESA: Your Meta Email SearchAgent <http://mesa.rrzn.uni-hannover.de>: This German site offers the largest e-mail address book worldwide. Search Suchen.de, IAF, SwissInfo, Yahoo! People Search, and Bigfoot in parallel. After 30 seconds, MESA will give you a clear report of its search results, along with links to the search engines.

Google Groups <http://groups-beta.google.com>: This is the Usenet database formerly known asDeja.com. Google is the knight in shining armour that rescued it and added some fabulous search functionality. Search Google Groups for the name of a friend or relative. Who knows? You might get lucky and pull up an e-mail address.

Classmates.com www.classmates.com: Register for free, then look and see who else has registered from your high school, college, or even elementary school class. If you find someone, you can pay a fee, then send them an e-mail message and get back in touch—that is, if you want to talk to those people, you may never have liked, even back then. This site also features searches for old work pals, a military search, and will even search for classmates from schools across the world. fees. Still, some remain free for the searching. Following are some free and fee places for finding family members from the past.

FamilySearch Internet Genealogy Service www.familysearch.org: The Mormon Church provides this portal for searching their vast genealogical record collections. The site also offers tips for building a family tree.

GeneaNet: Genealogical Database Network www.geneanet.org: GeneaNet aims to compile a universal register of all the world's genealogical databases both free and fee-based. Free registration buys access to most of the site's features, although advanced and federated search features require payment of a subscription fee. This is a great site for international searches.

Search Systems www.searchsystems.net: Pacific Information Resources, Inc. offers a directory of links to more than 21,000 searchable, freely accessible public record databases in the United States, Canada, and the rest of the world.

Free Public Records Sites www.brbpub.com/pubrecsites.asp: BRB Publications, Inc., home of the Public Record Research Library," offers links to state, county, city, federal (court), and important nongovernment sites where users can search public record information for free. It does not include information for state occupational licensing boards or registrations.

KnowX www.knowx.com: Now owned by Choicepoint, this reputable service offers comprehensive people search results for reasonable prices. KnowX allows users to search its "Ultimate People Finder" database for free. I use it as a nationwide search. Once you determine in what state a lost one may reside, proceed to telephone directories to get direct contact information. KnowX is a terrific starting point.

ChoicePoint www.choicepoint.net: Choicepoint is one of the nation's largest and most comprehensive sources providing public records information to businesses and government. Geared toward large clients, it tries to guarantee that its information will be used for legitimate business purposes.

The Internet Movie Database (IMDb) www.imdb.com: Use this incredibly detailed and easy-to-use site to get the scoop on your favourite movie stars: biography, filmography, everything.

Biography.com www.biography.com: A&E Television Network brings you this searchable online database of articles about more than 25,000 of the greatest lives, past and present. Search by name or birth date. Click through to the *biography* magazine pages that feature highlights of some issues, "Who Am I?" guessing games, and a "Where Are They Now?" archive.

Who2? www.who2.com: The cabbie asks, "Where to?" Fritz Holznagel and his staff ask the question, "Who2?" Find information about famous folk fast with the Who2? the search box or use the name browse feature. Who2? also features articles

called “loops,” linking celebrities that have something in common. Read the one about dead celebrities who are said to walk the earth as ghosts.

Who’s Behind that Web Page?: A quality Web page always offers a hyperlink to its author. This allows the user to evaluate the authority behind the information on that page and also provides a way to contact the author with questions or comments. But not every Web page is a good one. Unscrupulous dealers may very well put-up pages lacking contact information. Is there a way to find out who is responsible for a particular website? Yes, through the Internet Corporation for Assigned Names and Numbers, or ICANN (www.icann.org). ICANN is the nongovernmental organization to which the U.S. Department of Commerce transferred the responsibility for regulating IP address numbers and domain names on the Internet. ICANN is also responsible for managing who “owns the dot”; that is, it oversees the Internet root server system.

What does that mean in English? All Internet access points have IP (Internet protocol) addresses, such as 199.245.81.67, the IP address of the American Library Association Web site. But who can remember that long string of numbers? So ICANN accredits companies such as Network Solutions, Inc. (www.networksolutions.com) to act as registrars. These registrars are authorized to assign “domain names” to IP address numbers, resulting in the familiar “dot-com,” “dot-edu,” and “dot-org” URLs. For example, the domain name translation of the American Library Association IP address is www.ala.org. Just to let you know, there are now new endings available for domain names in addition to the current “dot-com,” “dot-net,” etc., and country codes such as “.jp” (for Japan) and “.ie” (for Ireland). These new domain name endings include “.biz,” “.info,” and “.us.” To discover the name and address of an individual who registered a domain name, visit the registrar’s home page and search its “WHOIS” database. This will reveal the contact information for the purchaser of that domain name. It will also provide you with a corresponding IP address for the domain.

InterNIC www.internic.net/index.html: InterNIC is the service of ICANN that registers the companies that act as domain name registrars. Search here to find a company that can register a domain name for you, or help you find the contact information behind a mysterious one.

Better-Whois.com www.betterwhois.com: For the first time, many different domain registrars are renting domain names. Each of these domain registrars now keeps its WHOIS database, which doesn’t include domains registered by competing registrars. This domain name registration search engine finds the appropriate registrar for the URL you seek, then queries that registrar’s database for the correct information.

DNS Stuff www.dnsstuff.com: R. Scott Perry has compiled this page of powerful tests to discover who is “paying the rent” for any Web page. Search by domain name or IP address. Use the “geolocation” tool to pinpoint the city and country of Web sites and e-mail addresses. Spammers and hackers have trouble disguising their identity from the worldwide reach of DNS Stuff.

Protecting Your Privacy: There are free tools available on the Web that will conceal your identity as you click around cyberspace. These applications are called “Condos,” short for John Doe, the pseudonym used to conceal identities in court cases. One software suite of such tools is called the Anonymizer (www.anonymizer.com), which is designed to let users surf and send email in a way that makes it nearly impossible to trace. Another Website called the Cloak (www.the-cloak.com) allows users to visit Websites anonymously for free. For more information on protecting your privacy in cyberspace, visit the Web site of the Electronic Privacy Information Center(www.epic.org).

2.3 NEWS ON THE NET

Providing new and changing information is one of the things that the Web does best. In recent years, there have been tremendous advances in delivering breaking news stories from around the world via the Internet. Indeed, one of the great joys of being an information professional is being able to sneak a peek at the CNN site (www.cnn.com) several times a day and justify it as research. Our patrons and clients value the news, too, and not just for entertainment reasons. Businesses track news for competitive intelligence, investors monitor the value of their stocks, and folks with illnesses follow news of medical advances. Knowing what is happening in the world can make a huge difference in our patrons’ quality of life and the success of their enterprises.

Web News Meta portals: When our patrons want an instant overview of the news scene, the news portals are a good place to start. Here are some sites that pull together major news feeds into one convenient place.

Yahoo! News <http://news.yahoo.com>: Yahoo! serves up stories from 7,000 global news sources including the Associated Press and Reuters. It also has links to ABC News and its multimedia files. Yahoo! News is also a great search engine for recent news.

Google News <http://news.google.com>: Visit this page to search and browse 4,500 news sources updated continuously by an automated news aggregator. Interestingly, much of the information comes from international feeds such as the

Xinhua News Agency www.xinhuanet.com or, in English, www.chinaview.cn) from the People's Republic of China.

NewsNow www.newsnow.co.uk: NewsNow offers quality news headlines updated every five minutes, every day." Choose subject categories that you would like to study, such as business, information technology, regional conflicts or sports news.

NewsHub: Headline News Every Fifteen Minutes www.newshub.com: NewsHub, now owned by TuCows, currently makes more than 90 sources available in nine major categories, headlines updated every 15 minutes.

NewsIsFree www.newsisfree.com: Visit Swiss-based NewsIsFree for top headlines from around the world. NewsIsFree also offers a customizable news feeder service for a fee.

Breaking News: Here are some major news outlets where folks can turn for a quick rundown of big events.

CNN.com www.cnn.com: This is a great first stop for up-to-the-minute headline news. You can get the latest in politics, business, sports, space, health, books, and travel. I use it to keep up to date on the latest breakthroughs in medicine. Also, the site allows you to search both its print and media archives for the past several years. They also offer a video for a fee.

Reuters.com <http://today.reuters.com/news/default.aspx>: Since 1851, Reuters, the British-based company founded by German émigré Paul Julius Reuter, has transmitted the stock market information and other news around the world as fast as technology would allow. Get the latest today on its Web page or subscribe to its RSS feed.

BBC News <http://news.bbc.co.uk>: The news division of the British Broadcasting Service (BBC) is one of the most sophisticated in the world. It delivers the pulse of the planet in many languages and formats. Get your worldview on this Web page, or have it delivered to your cell phone or news aggregator.

FOXNews.com www.foxnews.com: Murdoch-owned FOXNews skews to the masculine and conservative. If you share this bias, you will love this site. Health stories? Nah, too sissy. Science and technology? For geeks only. But there is plenty of sports news here, along with financial reports, entertainment features, and opinions.

ESPNcricinfo <http://www.espnricinfo.com/>: (formerly known as **Cricinfo** or **CricInfo**) is a sports news website exclusively for the game of cricket. The site features news, articles, live coverage of cricket matches (including liveblogs and scorecards), and *StatsGuru*, a database of historical matches and players from the 18th century to the present.

2.4 STREAMING NEWS

Think about broadcast media: television and radio. Before the Web, those transmissions occurred in real-time. There were no archives. If you missed it, you missed it. Today, you can pull down these broadcasts over the Internet and replay them on your computer. It's amazing! To get the full story off these sites, you will need plugins and helper applications, such as Apple's QuickTime and QuickTime VR(www.apple.com/QuickTime), RealNetwork's RealPlayer (www.real.com), Windows Media Player (www.microsoft.com/windows/windowsmedia/default.aspx), or Macromedia's Shockwave (www.macromedia.com/downloads).

MSNBC www.msnbc.msn.com: This is the only site that offers a free video feed from recent news stories. **The FeedRoom** www.thefeedroom.com: The FeedRoom is an independent online video broadcaster. View recent video news clips here for free (in return for watching a commercial, of course). Material is categorized by "channels," that is, subjects.

2.5 BLOGS

The word "blog" is short for "Weblog." A blog is a Web site that does the cleaning for you, so you don't personally have to redo the HTML every time you want to add something new. This is especially useful if you want to post information frequently, but don't want the responsibility of taking off the old stuff. This makes a blog the perfect format for posting news. At the library, set up a blog at Blogger.com (www.blogger.com) to serve as the "What's New?" page. To post new information, all have to do is to cut and paste the text of press releases onto the site's intuitive editing page. An example is A Note, a morning news summary about politics from ABC News.com (<http://abcnews.go.com/sections/politics/TheNote/TheNote.html>).

Yahoo! Directory Weblogs http://dir.yahoo.com/Computers_and_Internet/Internet/: Yahoo! offers a classified, hand-chosen directory of blogs. What's your pleasure? Law? Entertainment gossip? How about politics in any flavour that you prefer? Come here to find news with attitude.

FaganFinder: Blogs and RSS Search Engines www.faganfinder.com/blogs: Here's a metasearch engine of search engines for blogs and RSS feeds. It's all laid out on one page and has a very clear interface. This is a great place to go blog shopping.

BlogStreet www.blogstreet.com: BlogStreet offers a searchable database of blogs. Find blogs listed by popularity, subject, and even author. This site also features a blog directory listed by subject.

Technorati www.technorati.com: What's the buzz in the blogosphere? Technorati monitors more than 3 million blogs in real-time so you can discover the conversations happening now. View the "NewsTalk," politics, or book talk sections as they monitor the chatter.

2.6 CHOOSE YOUR NEWS: NEWS AGGREGATOR SITES

Now that you are addicted to reading blogs, you might find it inconvenient to visit each site that you like every day. This is not a problem anymore! You just need to sign up on a news aggregator, a.k.a. news-reader site. These sites can pick up the RSS feeds of your favourite blogs or news outlets and bring them all to one place for your perusal. 'RSS' acronym means "Really Simple Syndication" (<http://lfi.org/search/file/liirss>). When a blogger sets up an RSS feed, the text on the blog is converted into a format that a news aggregator can understand. The aggregator can pick up the RSS feed and display headlines and brief abstracts. Users can click on interesting headlines to get the whole story.

Bloglines www.bloglines.com: Sign up to pull in the information from your favourite blogs and news resources, including the *New York Times*. If you find an article that you want to keep, you can "clip it," that is, store it on-site to read it again later or send it to others.

My Yahoo!: RSS Headlines <http://my.yahoo.com>: You can use Yahoo! for e-mail, your calendar, and so many other things. Now use it as a news aggregator, too. Sign up for up to 50 feeds. Yahoo! suggests a few popular ones, such as Slashdot or the *New York Times* front page. Alternately, you can paste in a URL for any RSS feed that you like.

Fastbuzz News www.fastbuzz.com: Register to use this free online news aggregator.

Rocket RSS Reader <http://reader.rocketinfo.com/desktop>: This free Web-based RSS aggregator comes from Toronto.

Desktop News Readers: Most news aggregators are “clients” or programs that users download and use on a single computer. These programs still have the advantage that they don’t hang on to old content unless you request it. Just read all the headlines as they appear, read the articles that please you, and then let them disappear as more news comes down.

AmphetaDesk www.disobey.com/amphetadesk/index.html: “AmphetaDesk is a free, cross-platform, open-sourced, syndicated news aggregator—it obediently sits on your desktop, downloads the latest news that interests you, and displays them in a quick and easy-to-use (and customizable!) Web page.” It works on Linux, Macintosh, and most versions of Windows.

NewzCrawler www.newzcrawler.com: Another popular news-reader program is NewzCrawler. Formats include a scrolling list, News Balloon, and News Ticker.

Find RSS Feeds: Most news aggregator programs, and Web-based readers offer lists of the most popular feeds and make it easy to subscribe to them.

Feeders www.feedster.com: It looks like Google but searches only RSS feeds.

2RSS.com www.2rss.com: This Toronto-based Web site offers RSS feeds and a place to read them online. It also offers free software that will allow users to turn their content into RSS feeds, too.

Daypop www.daypop.com: Use Daypop to search 59,000 of the best news sites and Weblogs on the Net every day.

NewsTrove.com www.newstrove.com: Here is a metasearch engine of news sites from around the Web. Just enter a keyword, and you’re off!

2.7 DIRECTORIES OF ONLINE NEWSPAPERS AND ARCHIVES

NewsLink <http://newslink.org>: Eric Meyer of NewsLink Associates manages this comprehensive directory of links to media with corresponding Web pages. Come here to find links to more than 4,000 American newspapers and 2,000 from other parts of the world. U.S. and Canadian publications are cross-indexed by location and type. Magazine, radio, and television Web sites are listed here, too.

NewsDirectory.com: A Guide to English-Language Media Online www.newsdirectory.com: Use NewsDirectory to find English-language newspapers

and magazines from around the world. These 3,600 newspapers and more than 4,800 magazines all have print counterparts, so no e-zines here. This directory is searchable by region, subject, or area code.

Newspapers Online! www.newspapers.com/index.htm: Madison, Wisconsin-based Newspapers Online! is a searchable database of links to media worldwide.

U.S. Newspaper Links: USNPL www.usnpl.com: No fancy graphics here, just a cool directory of U.S. newspaper links listed alphabetically by state. This site's *raison d'être* is to sell a national newspaper mailing list to public relations people. Still, it's nice that they make their database available to everyone on the Web.

Abyz News Links www.abyznewslinks.com: Perhaps you come from another country and long for news from the homeland. Then this is the site for you. Find media outlets with a Web presence from all over the globe—in your native language (Does anybody here read Urdu?).

News Magazines *Why* are today's stories considered news? What is the story behind the story? News magazines can flesh out a tale and offer interpretations of the meaning behind the headlines.

Slate <http://slate.com/Default.aspx>: A partnership between MSNBC and Microsoft brings us Slate magazine online. Slate offers intelligent takes on the news of the day and the week. Read it on your computer or your PDA, have it delivered to your email inbox, or pick it up on your news aggregator via RSS.

Salon.com www.salon.com/index.html: This hip mag provides sharp left-leaning insights into today's events. Subscribe to the site for easy access or trade viewing ads in return for day passes.

The Note <http://abcnews.go.com/sections/politics/TheNote/TheNote.html>: To keep up with political news as it happens, visit The Note from ABC News. It features reporters writing about what other journalists are saying and writing.

Arts & Letters Daily: Ideas, Criticism, and Debate www.aldaily.com: Editor Dennis Dutton publishes from New Zealand, gathering tidbits from online newspapers, feeds, magazines, e-zines, and columnists. This is heady stuff, brought to us by the *Chronicle of Higher Education*.

World Press Review Online www.worldpress.org: Teri Schure founded this site in 1997 to foster the international exchange of information. The site offers links to

newspapers from around the world. Also, it offers synthesized, English-language capsules of the news from outside the U.S.

2.8 NEWS EVALUATION

The following sites offer news about the news, a kind of “meta media” critique.

NewsWatch: Views on the News www.newswatch.org: The Center for Media and Public Affairs maintains this page, designed to “watch the media watchdog on behalf of news consumers.” The Center aims to hold journalists to professional standards of fairness and accuracy. This site is especially good for rooting out bias in political coverage.

FAIR: Fairness & Accuracy in Reporting www.fair.org: FAIR has offering well-documented criticism of media bias and censorship since 1986. It scrutinizes media practices that marginalize public interest, minority, and dissenting viewpoints.

The Media Channel www.mediachannel.org: The Media Channel collects lively writing from around the world that tries to keep reporters honest.

2.9 SELF-ASSESSMENT QUESTIONS

1. Which website is suitable for checking biographies of renowned persons? Discuss the salient features of the said website.
2. How to find people and news on the internet? Discuss with examples.
3. Enlist some free telephone and address directories along with relevant details.
4. Write a note on the directories of online newspapers and archives.
5. Write short notes on each of the following:
 - Protecting your privacy
 - DNS Stuff
 - Google group
 - ICANN
 - Free Public Records Sites
 - Blogs

2.10 ACTIVITIES

1. Create a 'University Library Blog' having updates about library resources and services, and other relevant news.
2. As a library and information science professional, suggest online websites/URLs for the following:
 - Genealogical record collections
 - Death index
 - Missing person searches

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Unit–3

QUALITY REFERENCE RESOURCES ON THE WEB

Compiled by: Dr. Amjid Khan

Reviewed by: _____

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INTRODUCTION

Reference Resources on the Web is a service by which a library reference service is provided online. This unit covers topics on the standard reference resources available on the web, particularly on science and engineering technology. Furthermore, websites of several free online theses and dissertations are given to help the LIS students in finding relevant and authentic information sources on the web. At the end of this unit, students have given self-assessment questions and practical activities to be performed by the students. A list of references is also given for further reading on the relevant topics.

OBJECTIVES

After studying this unit, you will be able to understand and explore:

- Reliable and quality reference resources on the web
- Standard reference sources on science and engineering
- Free online theses and dissertations

3.1 INTRODUCTION

Reference Resources on the Web is a service by which a library reference service is given online. It is remote, computer-mediated delivery of reference information provided by library professionals to users who cannot access or do not want face-to-face communication. It is most often an extension of a library's existing reference service program. The word "reference" in this context refers to the task of aiding library users in finding information, answering questions, and otherwise fulfilling users' information needs. Reference work often but not always involves using reference works, such as dictionaries, encyclopedias, etc. This form of reference work expands reference services from the physical reference desk to a "virtual" reference desk where the patron could be writing from home, work or a variety of other locations. The terminology surrounding web reference services may involve multiple terms used for the same definition. The preferred term for remotely delivered, computer-mediated reference services is "virtual reference", with the secondary non-preferred term "digital reference" having gone out of use in recent years. "Chat reference" is often used interchangeably with virtual reference, although it represents only one aspect of virtual reference. Virtual reference includes the use of both synchronous (i.e., IM, videoconferencing) and asynchronous communication (i.e., texting and email). Here, "synchronous virtual reference" refers to any real-time computer-mediated communication between patron and information professional. Asynchronous virtual reference is all computer-mediated communication that is sent and received at different times.

Reference Resources on the web are also known as "academic subject guides," "virtual reference collections," and "a selective collection of topical guides"? and "topical guides". For now, let us call these resources "meta-indexes," meaning collections of pointers to information organized by subject. Following are some of the bests.

Librarians' Index to the Internet <http://lii.org>: The Librarians' Index to the Internet boasts links to more than 14,000 Internet resources in subject areas maintained by more than 100 librarian indexers. The Librarians' Index to the Internet also features a current-awareness service, with discoveries featured each week. You can choose to have this information e-mailed to you or pick up the RSS feed with your news aggregator.

The Internet Public Library (IPL) www.ipl.org: In 1995, students in David Carter's graduate seminar at the School of Information and Library Studies at the University of Michigan thought up a way to answer reference questions over the Internet. The gathered and annotated quality links serve as ready-reference resources for their project. That list of links, published on the open Web, has become the public face of the IPL. Use the IPL "Pathfinders" (www.ipl.org/div/pf), that is, bibliographies of both web and print resources, as strong starting points for

researching particular topics. Patrons who do not wish to search themselves can submit an IPL "Ask a Question" form (www.ipl.org/div/askus). Don't expect an instant answer, though. The IPL staff and its network of volunteers receive so many queries that they have at least a three-day turnaround time.

Digital Librarian: A Librarian's Choice of the Best of the Web www.digital-librarian.com: Margaret Vail Anderson, a librarian in Cortland, New York, has gathered a hefty selection of links filed under 90 categories.

Infomine: Scholarly Internet Resource Collections <http://infomine.ucr.edu>: This compilation of academically valuable Web resources comes from the librarians at the University of California at Riverside. Sign up for their "New Resources Alert Service," which announces new additions by e-mail.

Pinakes, A Subject Launchpad www.hw.ac.uk/libWWW/irn/pinakes/pinakes.html: These Web pages hope to provide a similar function for Internet resources, by linking to the major subject gateways. Especially British subject gateways. These include "Port," about maritime studies; "RUDI," which covers urban design; and "CAIN," which concerns "conflict studies," or, "the troubles" in Northern Ireland from 1968 to today.

Refdesk.com www.refdesk.com/index.html: Refdesk.com's database is on three levels: quick, studied, and deep. For thumbnail snapshots: 'FastFacts,' 'Quick Reference/Research,' and 'My Facts Page.' For a more studied approach: 'My Virtual Newspaper' and 'My Search Engines.' For an in-depth exploration: 'My Virtual Encyclopedia' with 50 volumes of indexed subjects.

BUBL LINK: Catalogue of Internet Resources <http://bubl.ac.uk/>: From the Andersonian Library at the University of Strathclyde in Glasgow, Scotland, comes BUBL (originally, BULLETIN Board for Libraries), a collection of selected Internet resources covering all academic subject areas. Search in alphabetic or Dewey Decimal order.

Single Subject Portals: These portals often have more depth than general indexes and directories. If you have business in a particular subject area, give these portals a shot.

HumanitiesVoice of the Shuttle <http://vos.ucsb.edu>: Alan Liu is the larynx of the Voice of the Shuttle. A professor in the English Department at the University of California at Santa Barbara, Liu has compiled a tremendous list of resources in the humanities, those areas of study that may get short shrift in a Web culture geared toward technology and commerce.

Humbul Humanities Hub www.humbul.ac.uk: This hub, originating from the "HUMANITIES Communication BULLETIN Board" of the 1980s, is now part of the

ResourceDiscovery Network (RDN) built by the British government to provide subject-based access to quality online resources. The Humbul Hub concentrates on language and literature, history, archaeology, religion, and philosophy. It is based within Oxford University's Humanities Computing Unit.

EServer.org <http://eserver.org>: Iowa State University hosts EServer (formerly known as the English Server), a site that links to electronic texts in the arts and humanities. Their subject collections include art, architecture, drama, fiction, poetry, history, political theory, cultural studies, philosophy, women's studies, and music.

Social SciencesArchNet <http://archnet.asu.edu>: ArchNet, from the Archeological Research Institute at Arizona State University, helps you find Internet resources in archaeology based on subject areas or region of study.

Social Science Information Gateway: SOSIG <http://sosig.ac.uk>: Librarians and technologists from the Institute for Learning and Research Technology at the University of Bristol in the U.K. assembled this catalogue, which they call "the Internet equivalent of an academic library, both from the users' point of view and from behind the scenes. Behind the scenes, librarians and technical staff use a combination of traditional library practices and database technology to create a quality collection which users can choose either to search or browse."

SocioSite www2.fmg.uva.nl/sociosite/index.html: The University of Amsterdam hosts this "comprehensive listing of all sociology resources on the Internet." Come here to browse the "worldwide scene of social sciences."

American Psychological Association www.apa.org: This searchable gateway to all psychological issues includes access to professional information, psychology student info, and information on mental health topics designed for the public. Also access PsychCrawler (www.psychcrawler.com), a psychology specific search engine.

Governments and StatisticsUniversity of Michigan Documents Center: www.lib.umich.edu/govdocs/index.html: Grace York, the coordinator of the Documents Center at the University of Michigan Library, put together this central reference and referral point for government information, whether local, state, federal, foreign, or international. Its Web pages are a reference and instructional tool for those in government, political science, statistical data, and journalism.

FedStats: One-Stop Shopping for Federal Statistics www.fedstats.gov: "More than seventy agencies in the U.S. federal government produce statistics of interest to the public. The Federal Interagency Council on Statistical Policy maintains this site to provide easy access to the full range of statistics and information produced by these agencies for public use."

Statistics Netherlands: CBS www.cbs.nl/en: Statistics Netherlands, a Dutch government institution, offers links to official statistical resources from governments around the world.

Business.com www.business.com: Search the “Business Internet” here. Mine specific company information or drill down through the directory to information for specific industries or look for job openings, too.

CEOExpress www.ceoexpress.com/default.asp: CEO Patricia Pomerleau founded this site as an executive’s interface to the Internet. “The site’s peer editor recognizes that executives have precious little time to obtain all the information they require to conduct business. At the same time, much of the information that executives need is available on the Internet.” CEOExpress claims to pare that information down to its most useful 20 percent by using expert human editors and “mind ergonomics.” Much information here is free, but a premium level service requires a subscription.

BPubs.com: The Business Publications Search Engine www.bpubs.com: BPubs is a search engine dedicated to finding free business-related publications and articles. Search by keyword or by browsing such categories as “Human Resources,” “Finance and Accounting,” and “Intellectual Property.”

Inomics: The Internet Site for Economists www.inomics.com/cgi/show: Inomics is an Internet portal specially tailored to the needs of economists.

RFE: Resources for Economists on the Internet <http://rfe.org>: Bill Goffe of the Department of Economics and International Business at the University of Southern Mississippi edits this collection, listing more than 1,000 Internet resources of interest to academic and practising economists and those interested in economics.

LawFindLaw www.findlaw.com: This is the first-stop, premier, free law search engine on the Web. It features a legal subject index, access to cases and codes, information about law schools, law reviews, and legal associations and organizations back to 1893.

Legal Information Institute at Cornell University www.law.cornell.edu: This is the research tool of choice to find the text of laws. Find state laws, federal laws, and laws from around the world. Here, too, you can find the full text of all opinions from the Supreme Court back to 1990 plus the texts of more than 600 historic Supreme Court decisions (<http://straylight.law.cornell.edu/supct/index.html>).

The 'Lectric Law Library www.lectlaw.com/index.html: Jeff Liebling’s silly-yet-serious law site began as an early 1994 proposal to the Nevada University System for a nonprofit online legal information resource. Liebling mixes ASCII files of law

information for professionals, students, and the general public with cheeky lawyer jokes.

Supreme Court of Pakistan online cases <http://www.supremecourt.gov.pk/cstatus/>: It provides access to online cases of the Supreme Court of Pakistan.

3.2 SCIENCE AND ENGINEERING

EurekAlert!: Your Global Gateway to Science, Medicine, and Technology News www.eurekalert.org: The American Association for the Advancement of Science (AAAS), with technical support provided by Stanford University, produces this comprehensive Website about the latest research advances in science, medicine, health, and technology.

National Science Digital Library (NSDL) <http://nsdl.org>: The NSDL, funded by the National Science Foundation, is a digital library of “exemplary resource collections and services, organized in support of science education at all levels.” Browse the alphabetical list of links, or use the graphical interpretation of their collection, clustered by subject.

ICivilEngineer www.icivilengineer.com: Civil engineers, read engineering news from around the Web and browse the directory of Web links by category.

EEVL: Edinburgh Engineering Library www.eevl.ac.uk: The EEVL Service serves as a gateway for the higher education and research communities to high-quality information resources in engineering. Subject experts select and maintain the catalogue “to ensure that only current, high-quality or useful resources are included.”

AgriSurf! The Farmers Search Engine www.agrisurf.com: AgriSurf! offers a Yahoo!-like a directory of everything agricultural, from “Aquaculture” to “Turf.”

MedicineMedWeb www.medweb.emory.edu/MedWeb: The librarians at the Robert W. Woodruff Health Sciences Center Library at Emory University maintain this catalogue of biomedical and health-related Web sites. MedWeb’s primary audience is the academic and research community at Emory.

HealthWeb <http://healthweb.org/index.cfm>: This directory of quality health resources stems from a collaborative effort between the Library of the Health Sciences at the University of Illinois at Chicago and the Committee on Institutional Cooperation’s “HealthWeb” project. Click on a general ailment category to find links to all the major Web portals sites that address an issue.

Hardin MD: Medical Information + Pictures www.lib.uiowa.edu/hardin/md: Eric Rumsey compiled this site for the Hardin Library for the Health Sciences at the University of Iowa. It provides easy access to comprehensive resource lists on health-related subjects. Hardin MD also has links to medical pictures.

3.3 FREE ONLINE THESES AND DISSERTATIONS

Networked Digital Library of Theses and Dissertations (NDLTD) <http://www.ndltd.org/>: The Networked Digital Library of Theses and Dissertations (NDLTD) is an international organization that promotes the creation, access to, and preservation of electronic theses and dissertations (ETDs) from academic institutions around the world. The NDLTD Union Catalog provides access to over a million ETDs.

Open Access Theses and Dissertations <https://oatd.org/>: OATD.org aims to be the best possible resource for finding open access graduate theses and dissertations published around the world. Metadata (information about the theses) comes from over 1100 colleges, universities, and research institutions. OATD currently indexes 4,807,754 theses and dissertations.

ProQuest <https://www.proquest.com/>: ProQuest curates' content that matters to the advancement of knowledge, assembling an archive of billions of vetted, indexed documents. It simplifies workflows so that people and institutions use time effectively. And because ProQuest connects information communities, complex networks of systems and processes work together efficiently. With ProQuest, finding answers and deriving insights is straightforward and leads to extraordinary outcomes.

3.4 SELF-ASSESSMENT QUESTIONS

1. How do fulfil the information needs of mathematics and physics students? Suggest some online information resources.
2. Enlist 'online information sources' for science and engineering disciplines.
3. Enlist online information sources for health and medical science students.
4. Enlist 'online information sources' for children and elementary school students.
5. Explain 'online information sources' for social studies and history disciplines.

3.5 ACTIVITY

As a student of library and information science, make a list of authentic and reliable online information resources and services for medical, engineering, and social science disciplines other than those discussed in the above unit.

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Unit–4

FREE FULL-TEXT RESOURCES

Compiled by: Dr. Amjid Khan

Reviewed by: _____

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INTRODUCTION

This unit explains the notion of the electronic book and enlists other full-text electronic resources on the different domains of human knowledge such as poetry, history, and literature in languages other than English and law. To evaluate students' learning skills, self-assessment questions and practical activities are given at the end of the unit. A list of references is also provided for further reading on the relevant topics.

OBJECTIVES

After reading this unit, you will be able to understand and explore:

- Free full-text resources on poetry
- full-text resources on literature in languages other than English
- full-text resources on history and law

4.1 INTRODUCTION

An eBook is a non-editable, reflowable book that is converted to a digital format to be read on any digital device such as computer screens or mobile devices. An E-book, in the full electronic book, digital file containing a body of text and images suitable for distributing electronically and displaying on-screen in a manner like a printed book. E-books can be created by converting a printer's source files to formats optimized for easy downloading and on-screen reading, or they can be drawn from a database or a set of text files that were not created solely for print. The industry for buying and selling e-books first emerged as a mainstream business in the late 1990s, when companies like Peanut Press began selling book content for reading on personal digital assistants (PDAs), handheld devices that were the predecessors of today's smartphones and tablet computers. However, in the aftermath of the dot-com crash of 2000–2002, e-books did not find wide acceptance by the publishing industry, and investment in e-reading devices and e-book technologies subsided. The industry's resurgence may have begun when the Sony Corporation released an e-reading device in 2006 and Amazon.com released the Kindle in 2007, after which sales of e-books in the United States grew rapidly. The following section presents authentic and reliable full text free online resources covering all major disciplines of human knowledge:

The Great Books Movement and the Internet (www.greatbooks.org/typ/104.0.html): Collections of full-text books online often contain the “Great Books” of the Western canon, as described by the late University of Chicago president Robert Maynard Hutchins and his protégé, Mortimer J. Adler in the 1930s and '40s (www.greatbooks.org/typ/104.0.html).

Project Gutenberg <http://promo.net/pg/index.html>: Michael Hart, along with volunteers, keys in mainly Englishlanguage literature that are unmistakably in the public domain in the U.S., that is, published before the mid-1920s. He breaks down his selections into three categories: “light literature,” for example, *Alice in Wonderland*; “heavy literature,” for example, the *Koran* and the works of Shakespeare; and reference works such as *Roget's Thesaurus*. Find thousands of works here, free for the reading and taking.

Handmade or Book Trade? NetLibrary (www.netlibrary.com/Gateway.aspx), sells access to new books and provides public domain offerings gratis. Their digital monographs have cataloguing records at OCLC, which also stores copies of all the books. Also, the user interface at NetLibrary is very attractive, whereas the ASCII settings of Hart's books are purposefully plain.

Directories of Literary Electronic Text Archives: Given that freely available literary electronic text archives usually contain only material in the public domain and that they don't bring much revenue to their makers, you can imagine that such collections tend to be eclectic at best; you might almost call them incomplete, haphazard, spotty.

The Online Books Page <http://onlinebooks.library.upenn.edu>: The Online Books links to full text in the public domain, some of his entries pull up rather obscure stuff. On the other hand, it can also find any copy of a classic you might need. Search by author, title, or Library of Congress subject heading.

UT Library Online: Electronic Books www.lib.utexas.edu/books/etext.html: The General Libraries at the University of Texas at Austin are hot on electronic texts. In addition to providing a gateway to NetLibrary, the commercial e-text provider, this site also links to materials produced at the university and full-text resources on the Web.

Bartleby Library: Great Books Online www.bartleby.com: This site allows the user to perform author, title, and subject searches for works of fiction, nonfiction, verse, and reference. Find everything here from *Gray's Anatomy* to works from the *Harvard Classics Shelf of Fiction*.

Electronic Text Center at the University of Virginia <http://etext.lib.virginia.edu>: The University of Virginia has set itself a double mission: to digitize many classic texts not only in English, but also in other languages including Chinese, Korean, and Cherokee; and also to teach digitizing techniques to its community. Its fantastic subject collections include African-American poetry, Women Writers, and links from the Western European Specialists Section.

Bibliomania www.bibliomania.com: This U.K.-based source offers the classics in all their manifestations: novels, poetry, plays, and short stories. Bibliomania's pages are easily accessible by speech software so that the visually impaired can have their Austen, Dickens, Shakespeare, and Twain read to them.

Alex Catalogue of Electronic Texts www.infomotions.com/alex: It offers access to American and British literary texts, as well as works of Western philosophy. you can download them in PDF or compressed format.

EServer.org <http://eserver.org>: Iowa State University hosts EServer, a site that links to electronic texts in the arts and humanities.

Oxford Text Archive <http://ota.ahds.ac.uk/menu/index.html>: Founded in 1976 by Lou Burnard, this site collects, catalogues, and preserves high-quality electronic texts for research and teaching. The OTA currently distributes more than 2,500 resources in more than 25 different languages.

Litrix Reading Room www.litrix.com: it contains a collection of several subject areas, including “Antiquities,” “Ms Austen & Co.,” and “The North,” that is, books about Alaska and its environs.

Blackmask Online: A Provider of Internet Literature www.blackmask.com: David Moynihan has put his bachelor’s degree in English to work by collecting almost 3,500 works of literature, especially tales of mystery and horror. These he has converted from plain ASCII into formats usable by Microsoft Reader, Acrobat, Rocket eBook, Palm Pilot, and Franklin’s eBookman. He offers them to all of us gratis.

Luminarium www.luminarium.org: electronic versions of medieval, Renaissance, and 17th-century English literature resources, but also provides supplementary scholarly materials and a beautiful layout, complete with images from the manuscripts of the period.

Dime Novels and Penny Dreadfuls www-sul.stanford.edu/depts/dp/pennies/home.html: The Stanford University Libraries have chosen nine of the best of their extensive collection of dime novels, which were the working-class recreational reading of choice in the late 19th century.

Documenting the American South: Library of Southern Literature <http://docsouth.unc.edu/southlit/texts.html>: This collection is based on a list of the 100 most important works of Southern literature prepared by the late Robert Bain, professor of English at the University of North Carolina at Chapel Hill.

The Internet Classics Archive <http://classics.mit.edu>: Daniel C. Stevenson of Web Atomics has mounted 441 mainly Greco-Roman works, along with some classics originally written in Chinese and Persian, all in English translation. Browse to find your favourites and to discover little-known gems.

Victorian Women Writers Project www.indiana.edu/~letrs/vwwp: Perry Willett of Indiana University acts as the general editor of this highly accurate transcription of the works of more than 40 British women writers of the late 19th century.

Short Stories at East of the Web www.short-stories.co.uk: East of the Web brings us the complete texts of “classic” (read “old”) short stories, as well as new and otherwise unpublished ones.

Individual Authors Scholars have built entire sites around the greatest authors. Here, scholars have not only gathered the digital texts but fabulous supporting materials, too.

The Complete Works of William Shakespeare www-tech.mit.edu/Shakespeare: This resource was created by Jeremy Hylton, a graduate of the Massachusetts Institute of Technology.

John Milton Reading Room www.dartmouth.edu/~milton: It offers “most of Milton’s major poetry in English and some of his prose.

Lewis Carroll Home Page www.lewiscarroll.org/carroll.html: Joel M. Birenbaum edits this site, which offers an illustrated, hypertext version of *Alice’s Adventures in Wonderland*, *Through the Looking Glass*, and *The Hunting of the Snark*.

The Cervantes Project www.csdl.tamu.edu/cervantes/english: Find the full text of Cervantes’s works here in both Spanish and English. Urbina provides a lot of fabulous supporting materials, too, including a biography of the author and a “Don Quixote Dictionary.”

4.2 POETRY

The Web is a terrific medium for poetry. Poems are just the right length to read online. The Web also offers poets a way to distribute their work to reach verse lovers around the world. Use these sites to find great old poems, and new ones, too.

Sonnet Central www.sonnets.org: Search for a favourite or write your own and post it.

American Verse Project www.hti.umich.edu/a/amverse: The Humanities Text Initiative and the University of Michigan Press have assembled this searchable archive of American poetry from the 18th, 19th, and early 20th centuries.

The Poetry Archives www.emule.com/poetry: Search almost 4,000 classic poems from nearly 150 authors.

Poets' Corner www.theotherpages.org/poems: Bob Blair, Jon Lachelt, Nelson Miller, and Steve Spanoudis have archived over 6,700 English-language, copyright-free poems on their site. Search the archive by title or poet name.

British Women Romantic Poets, 1789–1832 <http://digital.lib.ucdavis.edu/projects/bwrp>: This collection consists of the work of more than 30 female British poets, from the Romantic era. Browse this SGML and HTML collection by author or by a simple keyword search.

Concordances: In the print world, concordance is an alphabetical directory of words appearing in a text. Concordances are useful in locating the passage you seek in a classical work, for instance. They can also be used to analyze the word use patterns of authors such as Shakespeare. These patterns can then be applied to establish the provenance of disputed works. A hypertext concordance is even more useful, allowing the user to jump to word instances with a mere click of the mouse, and turning a research tool into a quotation dictionary. Concordances have more functionality than plain vanilla full-text search engines that merely find words and might count their occurrences. Use a concordance to see where two words might appear within proximity of each other or type a set of letters to find all word completions in a text; for example, typing “contain” gets “contains” and “container.” You can have all sorts of word fun with hypertext concordance!

The Web Concordances www.dundee.ac.uk/english/wics/newwics.htm: The English Department at the University of Dundee, Scotland, has concocted concordances to certain poems of Percy Bysshe Shelley, and to certain poems of Samuel Taylor Coleridge, John Keats, William Blake, William Wordsworth, and Gerard Manley Hopkins.

4.3 LITERATURE IN LANGUAGES OTHER THAN ENGLISH

Plenty of literature available online is not in English. Here is a sampling of some of the resources.

Perseus Digital Library www.perseus.tufts.edu: Talk about your resources in the public domain! Perseus, from the Department of Classics at Tufts University, features online resources of the ancient world. Find everything old here, from Egyptian Papyri to materials from the Renaissance. You will need to download Greek fonts to see some of this material (seewww.perseus.tufts.edu/Help/fonthelp.html).

Project Runeberg <http://runeberg.org>: If you long to read Strindberg in his original Swedish, or peruse any of those old Icelandic sagas, this is the place for you.

Electronic Text Collections in Western European Literature

www.lib.virginia.edu/wess/etexts.html:

The Western European Studies Section of the Association of college and Research Libraries has gathered this collection of links to literary texts in Western European languages other than English.

Le Châteaux: Le Salon de la Littérature Française www.le-chateau.ilias.com:

Download the classics of French literature in their original language. These zipped files require a decompression program in order to read them.

Contemporary Nonfiction: The Feds offer over 30 million pages of government information, reports, services, and online transactions. All of this valuable free information can be searched via the portal FirstGov.gov (www.firstgov.gov).

National Academies Press www.nap.edu: The National Academies (of Sciences, of Engineering, the Institute of Medicine, and the National Research Council) have come together to offer the full text of over 2,000 modern scientific books online in “Open Book” format.

GrayLIT Network: A Science Portal of Technical Reports www.osti.gov/graylit:

“Gray literature” is defined as “foreign or domestic open-source material that usually is available through specialized channels and may not enter normal channels or systems of publication.” These are things like NASA Jet Propulsion Lab Reports and documents from the EPA.

Country Studies: Area Handbook Series <http://lcweb2.loc.gov/frd/cs/>: This database is the electronic version of hardcopy studies published between 1986 and 1998. They are still valuable for student reports and such. from Azerbaijan to the United Arab Emirates, visit these studies to learn the history, geography, and recent government status of 101 countries.

University of California Press E-Editions www.ucpress.edu/scan: The works fall under the following subjects: International Studies, Classics, Literature, History, Anthropology, Politics, and Religious Studies.

4.4 HISTORY AND LAW

The Internet is an ideal medium for distributing old or obscure material that would be hard to get otherwise. Here are some great resources in the history of law and the humanities.

Making of America: MOA www.hti.umich.edu/m/moagrp: The collection is particularly strong in the subject areas of education, psychology, American history, sociology, religion, and science and technology.

Human Rights Library: University of Minnesota www1.umn.edu/humanrts: Find out by searching this collection of the most important international human rights treaties ever agreed to. Get them in French, Spanish, Russian, and Arabic, too.

Avalon Project at the Yale Law School www.yale.edu/lawweb/avalon/avalon.htm: An Online collection “relevant to the fields of Law, History, Economics, Politics, Diplomacy, and Government.”

EuroDocs <http://library.byu.edu/~rdh/eurodocs>: The premier directory of links to Western European historical documents comes straight out of Brigham Young University in Provo, Utah. That’s where the Harold B. Lee Library European studies bibliographer Richard Hacken created and maintains this world-class resource. Get your links to the history of Monaco and even Vatican City here—but don’t expect to find all the results in English.

Internet History Sourcebooks Project (IHSP) www.fordham.edu/halsall: The IHSP is divided into three main categories: ancient, medieval, and modern history. Additional theme areas include African, East Asian, Indian, Islamic, Jewish, women’s, gay/lesbian, and global history, as well as the history of science.

U.S. Historical Documents www.law.ou.edu/hist: The University of Oklahoma College of Law houses this site, created by Eric A. Cooper and maintained by James P. Callison. Come here for quick copies of the Monroe Doctrine, the Iroquois Constitution, and the Japanese surrender documents of World War II.

World War II Primary Source Document Collection www.ibiblio.org/pha: keep the record about World War II by offering the full text of documents leading up to and produced during the conflicts. Jewell especially emphasizes the attack on Pearl Harbor. He offers a special archive containing more than 5,000 items about that event.

Liberty Library of Constitutional Classics www.constitution.org/liberlib.htm: This full-text collection of classic books and other works on constitutional government for all to read.

Religion-Online www.religion-online.org: Religious scholar William F. Fore established this site to make major works of religions available to his divinity students at the United Theological College in Bangalore, India. Explore writings about the Bible, of course, but also modern ethics, social issues, and practical theology (read: mental health counselling).

Christian Classics Ethereal Library www.ccel.org: It provides full-text access to the “most important public domain Christian books for theological study and ministry.” Some of the works are available in other languages, especially Russian.

Classics in the History of Psychology <http://psychclassics.yorku.ca>: It currently contains over 25 books and more than 150 articles and chapters on scholarly literature on psychology and allied disciplines. The site also links to nearly 200 relevant works posted at other sites.

OAister <http://oaister.umd.umich.edu/o/oaister>: In effect, that makes OAister a virtual unified search interface of open access, high-quality articles, and websites from almost 400 academic institutions from around the world. Browse institutional databases by title or search the whole dangd thing by keyword or in a delineated field search. This site is a treasure for all libraries.

Google Scholar <http://scholar.google.com>: Google Scholar combs peer-reviewed journals, books, abstracts, preprints, theses, and technical reports—in other words, scholarly information available across the Web from all areas of research. Relevance ranking on Google Scholar considers not only the full text of each piece but also how often it has been cited in academic literature.

FindArticles.com www.findarticles.com: Search articles from thousands of magazines, journals, news sources, and other publications, featuring current issues and archives dating back to 1984.

MagPortal.com www.magportal.com: Hot Neuron LLC (<http://hotneuron.com>) brings us this free full-text magazine site. MagPortal.com scans publishers’ Web sites for free content and then adds this to its collection. The search engine allows users to sort results by date, subject, and journal name.

E-Resources Search: Penn Library www.library.upenn.edu/cgi-bin/res/sr.cgi: Browse the subject categories of the University of Pennsylvania library electronic journals directory to find the serials available to users outside the Penn community. Look for the “UnrestrictedAccess” note below the electronic journal citation.

HighWire Press <http://highwire.stanford.edu>: HighWire Press, the Internet imprint of the Stanford University Libraries, develops and maintains the Web versions of important journals in biomedicine and other disciplines. Check out their list of journals with free full-text articles online.

Medscape www.medscape.com/px/urlinfo: It provides access to full-text articles with the latest medical news in 25 speciality areas.

4.5 SELF-ASSESSMENT QUESTIONS

1. Explain electronic information resources. Also, suggest free online information resources for social science and humanities.
2. Enlist free information resources on poetry and literature.
3. Write a short note on each of the following:
 - Electronic information sources on religion
 - Electronic information sources on history and law
 - Google Scholar
 - Google e-books
 - Gutenberg electronic collection

4.6 ACTIVITIES

1. As a student of LIS, make a list of electronic resources on social science, international relation, history, law, literature, poetry, geography, and political science other than the above-mentioned sources.
2. As a student of LIS, make a list of electronic resources on religion and humanities other than the above-mentioned sources.

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Unit–5

INTERNET SITES FOR KIDS, HEALTH AND MEDICAL INFORMATION ONLINE

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INTRODUCTION

Unit 5 covers topics on various internet sites for kids and general homework, etc. This unit will help the students to explore the most authentic online sources of information on science, health/medical sciences, social studies, and history. This unit also enlists authentic and quality websites on clinical trials diseases directories and online resources for major diseases. An overview is also provided about fraud and misinformation. To evaluate students' learning skills, self-assessment questions and practical activities are given at the end of the unit. A list of references is also provided for further reading on the relevant topics.

OBJECTIVES

After reading this unit, you will be able to explore:

- The Internet site and search engines for kids
- The Internet site and search engines on science and medical sciences
- The Internet site and search engines on social studies and history
- The Internet site and search engines on health and medical information online
- The Internet site and search engines on disease directories
- The Internet site and search engines for clinical trials
- Internet sites on fraud and misinformation

5.1 INTERNET SITE FOR KIDS

The following sections will provide insight discussion on useful information sites for kids.

Internet Sites for Kids www.lapl.org/kidspath/index.html: L.A.P.L. is a sprawling institution, with a huge Central hub and 71 branches. It is truly a “library of the people,” serving recent immigrants from around the world and the homeless as well as the middle class. Its designed a super-cool Web portal for children called “Kids’ Path”

Web Starting Points for Kids

These Web portals should satisfy kids, teens, parents, and librarians.

Yahooligans! <http://yahooligans.yahoo.com>: Yahooligans! offers both a directory of educational and entertaining Web sites, plus a kid-friendly search engine.

KidsClick! <http://kidsclick.org>: KidsClick! was created by a group of librarians at the Ramapo Catskill Library System. Like Kids’ Path, it is assembled and maintained by librarians but does not use filter software.

Internet Public Library Kidspace www.ipl.org/div/kidspace: This is a terrific jumping-off point for all homework assignments.

ALA Cool Sites for Kids www.ala.org/greatsites: Librarians have chosen more than 700 sites that they think will serve the interests of the little ones (e.g. Pre-K youth, elementary school kids, middle-school students, and parents or caregivers).

IPL Teen space www.ipl.org/div/teen: Librarians have chosen these sites for teens to get help with homework and also to get advice about coping with life’s stresses and strains. Get help with “Dating and Stuff” (“The Love Calculator” and “eCrush”), “Health” (“Go Ask Alice”, etc.), and “Style” (“Nylon Magazine” and the “Bad Fads Museum”).

Discovery Kids <http://kids.discovery.com>: The excellent science cable channel offers a wide variety of fascinating links for children and curious adults.

5.2 SEARCH ENGINES FOR KIDS

Not only are these engines filtered, but they also point to content specifically screened for children and teens.

Kids Tools for Searching the Internet www.rcls.org/ksearch.htm: Jerry Kunts of the Ramapo Catskill Library System in southeastern New York State put together this page of search input boxes from children's Web guides and filtered search services.

Ask Jeeves Kids www.ajkids.com: Yes, the inimitable Jeeves has been pondering what you are going to ask him. If he has been correct in his assumptions, you will get some good answers to your questions.

AOL@SCHOOL <http://school.aol.com>: America Online offers this search engine that links only to sites that are educational and safe for kids.

5.3 GENERAL HOMEWORK SITES

These specialized subject portals are dedicated to pointing homework-doers in the right direction.

Federal Resources for Educational Excellence (FREE) www.ed.gov/free/index.html: More than 30 the departments in the U.S. federal government have gotten together and put links to their educational resources on one site. The database is categorized into 10 subjects for browsing or using the search engine on the site to find exactly what you need.

Homework Help Sites for the King County Library System

www.kcls.org/hh/homework.cfm:

Find the subject sites you need among 21 categories offered by the reference librarians of the King County Library System.

Information Please www.infoplease.com: Information Please and its sister site FactMonster (www.factmonster.com) and FunBrain (www.funbrain.com), for K–8 kids and teachers, all operate under the auspices of Pearson Education (www.pearsoned.com/about/index.htm), a large education publisher.

Information Please is a fantastic general reference resource featuring an authoritative encyclopedia, a dictionary, an almanack, and an atlas.

Pinchbeck's Homework Helper <http://school.discovery.com/homeworkhelp/bjpinchbeck>: B. J. Pinchbeck and his dad have identified over 700 homework helper sites and have arranged their collection by subject.

Columbia Encyclopedia, Sixth Edition www.bartleby.com/65: Here's a free encyclopedia online. **Language Arts**

Merriam-Webster Online www.m-w.com: If you are going to write, you will need a dictionary and a thesaurus. Search a word in the dictionary and then search it in the thesaurus with just the click of an online button.

A+ Research and Writing for High School and College Students www.ipl.org/div/aplus: This guide not only teaches writing but also steps for researching a paper using both print and electronic resources.

Online Literary Criticism www.ipl.org/div/litcrit: The Internet has never been kind to the humanities. Still, some hearty souls in academia care enough to mount literary criticism on the Web. If criticism is available free online, the Internet Public Library has found it and categorized it by date, by genre, or alphabetically by author name.

RhymeZone www.rhymezone.com: Datamuse (www.datamuse.com) sponsors this excellent online rhyming dictionary and thesaurus. RhymeZone's results link to quotes from Shakespeare and other famous sources.

Online Books Page <http://onlinebooks.library.upenn.edu>: John Mark Ockerbloom, a digital library planner and researcher at the University of Pennsylvania, created and maintains the definitive, searchable directory of books freely readable over the Web. Because he only links to full text in the public domain, some of his entries pull up some rather obscure stuff.

5.4 SCIENCE AND MEDICAL SCIENCE

The following sites will help students with experiments and other science and medical-related information.

Science Fair Central <http://school.discovery.com/sciencefaircentral>: Visit the Discovery Channel's guide to science fair projects. Get guidance on the steps required in an experiment, get ideas, and search their links and suggested books for data.

Experiments and Science Fair from the Internet Public Library www.ipl.org/div/kidspage/browse/mas6000: The Internet Public Library has assembled links to science fair sites from across the open Web.

Frank Potter's Science Gems www.sciencegems.com: Physicist Frank Potter amassed more than 14,000 science resources and sorted them by category, subcategory, and grade level. He has three separate collections of physical science sites, two earth science subcategories, two on life science, and one each on mathematics and engineering.

How Things Work <http://howthingswork.virginia.edu>: Louis A. Bloomfield, professor of physics at the University of Virginia, answers questions from readers regarding the physics of everyday life. Users can search Bloomfield's archive of revealed wisdom by keyword, date, or subject. Find out why coffee seems

warmer after you stir in cream, even though the cream is cold (transfer of energy).

How Stuff Works www.howstuffworks.com: This subject-browsable or keyword-searchable database has articles aimed at kids from 9 to 11 years old.

Weather.com Encyclopedia www.weather.com/encyclopedia: Check for historical descriptions of storms under "Hurricanes," "Tornadoes," "Winter Storms," and "Flooding."

NASA www.nasa.gov: From the home page of the National Aeronautics and Space Administration (NASA), choose a variety of resources geared to various ages. There are student resources aimed at those in elementary school, middle school, high school, and college.

The Merck Manual Second Home Edition www.merck.com/mmhe/index.html: When doctors and nurses get sick, they turn to the Merck Manual of Diagnosis and Therapy as their standard of diagnosis. But the medical terms in the regular Merck are often incomprehensible to the layperson. Students may prefer the Second Home Edition for the same great information translated into terms that all of us can understand. Completely searchable, this online publication lists the causes, symptoms, and prognosis of just about everything that can go wrong with you. It also covers mental conditions, paediatrics, and infectious disease.

MedlinePlus Health Information <http://medlineplus.gov>: The National Library of Medicine has assembled its resources into one attractive portal designed for general health consumers. Students can visit this site to find information on conditions, diseases, drugs, and wellness. Also, they can use the handy medical dictionaries here to translate difficult medical terms.

5.5 SOCIAL STUDIES AND HISTORY

Sociology is the study of how people behave (and have historically behaved) in groups. It also examines where people live and why. Trying to understand human behaviour is enough to give anyone a headache.

HyperHistory Online www.hyperhistory.com/online_n2/History_n2/a.html: HyperHistory covers 3,000 years of world history with an interactive combination of timelines, lifelines, and maps.

National Geographic Online www.nationalgeographic.com Use this site to play with a virtual solar system, make maps of anywhere on Earth, or learn to sail a boat interactively. Under “Homework Help,” learn about history and culture, geography, animals, and nature. Teachers can join EdNet (<http://ngsednet.org/index.cfm>), an educational resource from National Geographic, for free.

FactFinder Kids’ Corner! <http://factfinder.census.gov/home/en/kids/kids.html>: This is a great place to get the latest population and demographic information facts from the 2000 Census reports.

ClassBrain’s State Reports www.classbrain.com/artstate/publish: ClassBrain provides maps and links to state sites, and carries interesting local lore from each congressional district.

Outline Maps www.eduplace.com/ss/maps: The Houghton Mifflin Company offers quality outline maps of the United States, Europe, and the rest of the world free for homework use.

Math.com www.math.com/index.aspx: Use this site to explore everything from addition to advanced calculus. A nice section here called “Everyday Math” can bail out grown-up boneheads like me who still need a good half hour to remember how to calculate square footage for a home improvement project or how to convert recipe amounts from British to U.S. units.

Ask Dr Math <http://mathforum.org/dr.math>: The Math Forum has collected these questions and answers in a searchable archive arranged by general grade level.

QuickMath www.quickmath.com: Turn to QuickMath, developed by Australian Ben Langton. Type in an algebra or calculus problem and the MathScript server calculates the results for you.

Webmath from Discovery.com <http://school.discovery.com/homeworkhelp/webmath/>: This site invites you to type in your equations and get the answers.

Biography.com www.biography.com: Use this site to “search over 25,000 of the greatest lives, past and present.”

FindArticles.com www.findarticles.com: Search this free archive of 5.5 million full-text articles dating back to 1998 from more than 900 magazines and journals.

MagPortal.com <http://magportal.com>: MagPortal collects and classifies links to newsletters and magazines that offer current, interesting, yet free content on the Web.

Learn 2 Type <http://learn2type.com>: Register for free and take the typing course for adults, or the Learn2 Type for Kids program.

Free Touch Typing Program www.senselang.com: Here is a simple browser-based typing tutor. Use the typing lessons on the site or paste in your text for practice.

Sesame Workshop www.sesameworkshop.org/sesamestreet: Originating from New York City, *Sesame Street* features some of the best writing and performing talents in the nation. It’s Broadway for babies.

Elementary School Kids Scholastic Inc. www.scholastic.com/kids/home_flash.asp: Scholastic publishes most of the super-popular kids’ books available today: *Goosebumps*, *Captain Underpants*, and the star of stars, *Harry Potter*. The titles are responsible for a reading mania among children and teens.

MaMaMedia.com www.mamamedia.com: MaMaMedia provides a space where kids can create Web site collections, design their own multimedia characters and stories, join computer clubs, and engage in many other interactive activities in a safe environment. All the activities are based on research done at Harvard University and the Massachusetts Institute of Technology on how kids learn best.

Kids’ Castle www.kidscastle.si.edu: The clever folks at the *Smithsonian Magazine* have come up with this attractive and fun site for kids. Use this site to play games, write messages on different topics, and read interesting articles written for the young set.

Headbone www.headbone.com: Headbone has pioneered the development of kid-oriented, safety-minded community and communications technologies on its site.”

Children between the ages of 8 and 14 can use this site for e-mail and safe monitored chat, and to play games and win prizes.

Bonus.com www.bonus.com: This graphics-intensive site from the WB Network offers plenty of gaming fun based on WB Kids programming.

Cartoon Network.com www.cartoonnetwork.com: Come here to learn about your favourite cartoons, play games, and enter contests.

Funschool www.funschool.com: Funschool offers more than 300 educational games designed for children between the ages of 3 and 11. These games follow established curriculum standards that can reinforce and supplement school classroom activities.

Teens JavaGamePlay.com www.javagameplay.com: Wow! Free arcade games online! It's all in Java, so you won't have to add plug-ins.

Zap2It www.zap2it.com/index: If it's on a screen, it's in this 'zine. Get the latest gossip about the world of television, movies, and the Internet here, courtesy of Tribune Media Services.

ESPN.com <http://espn.go.com>: "You can get all your sports and your stats—anything you want!" reports my colleague, a sports-fanatic librarian. This is the major portal for sports news and information.

Xanga www.xanga.com: The teens at my library love to blog on this site. They run bloggings to hold a kind of asynchronous conversation with all their friends.

ALA Safety Tips www.ala.org/ala/pio/availablepiomat/safetytips.htm: The American Library Association brings you these safety tips for parents of children using the Internet. These common-sense rules stress a parent's involvement with a child's computer use. Even if a child uses a filtered terminal, the ALA states emphatically, "We strongly recommend that you supervise your child's Internet use at home and the library."

Getting Started Step-by-Step www.childrenspartnership.org/pub/pbpg98/partII98.html: The Children's Partnership offers parents clear explanations of the issues surrounding their children's Internet use. The site addresses from a historical perspective parents' understandable reluctance to have their children push ahead on something they do not understand themselves.

CyberAngels.org: Internet 101 www.cyberangels.org/internet101.html: CyberAngels is an online safety, education, and help group run by volunteers. Visit their “Internet 101” page for tips on how to keep you and your kids safe out on the open Web.

SafeKids.com www.safekids.com: “Online Safety Project” (OSP) Magid offers tips for kids and parents to help them avoid disagreeable websites and provides links to filtering software for use at home, as well as ISPs that offer filtered content.

5.6 HEALTH AND MEDICAL INFORMATION ONLINE

The Merck Manual of Diagnosis and Therapy www.merck.com/mrkshared/mmanual/home.jsp: This online publication lists the causes, symptoms, and prognosis of just about everything that can go wrong with you. It also covers mental conditions, paediatrics, and infectious disease.

The Merck Manual Second Home Edition www.merck.com/mmhe/index.html: This site is a terrific tool for students writing reports on diseases.

MayoClinic.com www.mayoclinic.com: The famous Mayo Clinic in Minnesota offers reliable, general information about a variety of ailments and conditions. In addition to clear information about the disease, MayoClinic.com offers healthy lifestyle planners. Get started today reducing stress, stopping smoking, and getting your weight under control.

Aetna IntelliHealth www.intelihealth.com/IH/ihtIH: Experts at Harvard Medical School provide most of the searchable content for Aetna IntelliHealth. This site aims to offer a collection of consumer health information from the best possible sources. Value-added features include patient drug information, interactive health tools, and risk assessments. Funding comes from Aetna, a health insurance company.

MEDLINEplus Health Information <http://medlineplus.gov>: The National Library of Medicine has assembled its resources into one attractive portal designed for general health consumers. Search for information on conditions, diseases, drugs, and wellness. Use the medical dictionary to translate incomprehensible medical terms. You may also jump directly from this site to ClinicalTrials.gov, the medical research program from the National Institutes of Health.

Centres for Disease Control and Prevention (CDC) www.cdc.gov: This is the leading U.S. federal agency for protecting health and safety. Visit the CDC to learn

about emerging infectious diseases, various diseases and conditions, and other health and safety topics.

Internet Mental Health www.mentalhealth.com: Get the scoop on common mental disorders and psychotropic medication here. Long offers self-diagnostic psychology tests on his companion site, MyTherapy.com(www.mytherapy.com/features) for a modest fee. This is a great place to start for handling all kinds of mental unhappiness.

Familydoctor.org <http://familydoctor.org>: The American Academy of Family Physicians (www.aafp.org) offers this searchable directory of consumer health information on the wide variety of conditions and ailments that a family doctor might encounter.

5.7 DISEASE DIRECTORIES

Drug Index <http://www.bccancer.bc.ca/health-professionals/clinical-resources/cancer-drug-manual/drug-index>: The Cancer Drug Manual® provides concise, evaluative information on drugs used in oncology. Inclusion in this index is not an indication of the funding status of a drug through BC Cancer.

Emory MedWeb www.medweb.emory.edu/MedWeb/default.htm: The staff of the Robert W. Woodruff Health Sciences Center Library of Emory University created this directory designed to support the work of their medical students and researchers as well as the public. Use their directory to browse such subjects as “Consumer Health” or “Drug Interactions,” or search the database by keyword.

HealthWeb <http://healthweb.org/index.cfm>: This directory of quality health resources stems from a collaborative effort between the Library of the Health Sciences at the University of Illinois at Chicago and the Committee on Institutional Cooperation’s “HealthWeb” project. Click on a general ailment category to find links to all the major Web portals sites that address an issue.

Hardin MD: Medical Information + Pictures www.lib.uiowa.edu/hardin/md: Eric Rumsey compiled this site for the Hardin Library for the Health Sciences at the University of Iowa. He writes, “As the name ‘meta directory’ implies, Hardin MD is a ‘list of lists.’” Its purpose is to provide easy access to comprehensive resource lists on health-related subjects. Hardin MD also has links to medical pictures, so users can see what a brown recluse spider’s bite looks like, for instance.

Librarians' Index to the Internet Health & Medicine: Diseases & Conditions

http://lii.org/search/file/diseases_and_conditions: The incomparable LII brings you this extensive list of links to annotated site selections, chosen by librarians.

Yahoo! Directory Health: Diseases and Conditions

http://dir.yahoo.com/health/diseases_and_conditions: No matter what your complaint (including shyness), find Web resources about it here in Yahoo!'s comprehensive list.

Medscape.com www.medscape.com/px/urlinfo: Medscape.com offers the Web's largest collection of free, full-text clinical medicine articles enhanced with keyword searches, graphics, annotated links to Internet resources, and more. Browse 29 speciality areas and sign up for free e-mail newsletters.

PubMed Central www.pubmedcentral.gov: Search PubMedCentral, the U.S. National Library of Medicine's free digital archive of biomedical and life sciences journal literature. "PubMed Central aims to fill the role of a world-class library in the digital age," according to the site. It will become the repository of choice for the freely available fruits of biomedical research funded by the National Institutes of Health, reputed to fund as much as a quarter of the world's best medical research.

PubMed www.ncbi.nlm.nih.gov/entrez/query.fcgi/: The National Library of Medicine maintains the premier bibliographic database covering the fields of medicine, nursing, dentistry, and veterinary medicine. Called MEDLINE, this resource contains bibliographic citations and author abstracts for more than 15 million biomedical articles dating back to the 1950s.

NLM Gateway <http://gateway.nlm.nih.gov/gw/Cmd>: The NLM Gateway lets users search simultaneously in multiple retrieval systems at the U.S. National Library of Medicine (NLM). It provides "one-stop searching" for many of NLM's information resources or databases. Use this site to search not only MEDLINE, but also AIDS Meetings, DIRLINE, OLDMEDLINE, and others.

American Medical Association www.ama-assn.org: This site features some full-text articles from the *Journal of the American Medical Association (JAMA)* and a Doctor Finder(<http://dbapps.ama-assn.org/aps/amahg.htm>) with basic professional information on virtually every licensed physician in the United States. Search for a doctor by name or speciality.

AIM DocFinder www.docboard.org/docfinder.html: The Association of State Medical Board Executive Directors offers this list of state medical licensing authorities.

InteliHealth: Merriam-Webster Medical Dictionary

www.intelihealth.com/IH/ih/IH/WSIPN000/9276/9276.html?: Find out using the online version of the Merriam-Webster Medical Dictionary, brought to you by Aetna InteliHealth.

PDR Health www.pdrhealth.com/drug_info/index.html: The Physician's Desk Reference (PDR) is where doctors turn to decide what medicine to give you. Access to the professional version of this resource requires a fee. Still, the consumer portal for this information is searchable for free. Use this database to learn what medical professionals know about the drugs that you are taking.

RxList.com www.rxlist.com: RxList lets you search by drug name, imprint code, or keyword, then offers hyperlink access to Taber's Medical Encyclopedia from the results page.

HerbMed www.herbmed.org: Browse the Alternative Medicine Foundation's alphabetical catalogue of medicinal herbs to see what science has to say about these unregulated biochemical substances.

Lab Tests Online www.labtestsonline.org: Visit this site for lab test information by disease, test name, or screening population group.

Health Insurance Consumer Guides www.healthinsuranceinfo.net: As health care costs soar, fewer people can afford health insurance. The guides provide overviews of state aids in obtaining health insurance.

5.8 ONLINE RESOURCES FOR MAJOR DISEASES

Use the following links to find support and, perhaps, a cure. Many of these same kinds of online resources are available for many calamitous diseases, especially AIDS, heart disease, and multiple sclerosis. Search MedlinePlus (<http://medlineplus.gov>) for listings of major support groups for diseases or conditions.

National Cancer Institute www.cancer.gov: This site from the National Institutes of Health is the most current, credible, and comprehensive information centre about

cancer available on the Web. Most of the information on the National Cancer Institute (NCI) site comes from PDQ, NCI's comprehensive cancer database.

American Society for Clinical Oncology (ASCO) www.asco.org: Oncologists worldwide share their latest findings. Look here to find a specialist for your cancer.

OncoLink <http://oncolink.upenn.edu>: The patient-specific information on the financial aspects of cancer treatment and the frequently asked questions section is exceptional. It provides a large collection of links to support groups, peer-reviewed journals, hospitals, and other online references.

American Cancer Society www.cancer.org: The American Cancer Society (ACS) site targets the most common cancer types, such as lung, breast, and colon. It features modules on prostate and breast cancer.

National Coalition for Cancer Survivorship (NCCS) www.canceradvocacy.org: The National Coalition for Cancer Survivorship, a nonprofit support organization, sponsors this portal that brings together psychosocial resources for cancer patients and their families by providing links to Web sites around the world.

5.9 CLINICAL TRIALS

Sometimes the regular treatment for cancer or other diseases just won't work. In that situation, it pays to volunteer for a research protocol, that is, a clinical trial that admits you into the newest experimental treatments. The following sites not only does this path represent your best chance for a cure, but you help others, too, by advancing the research process.

ClinicalTrials.gov www.clinicaltrials.gov: The National Institutes of Health, through its National Library of Medicine, has developed ClinicalTrials.gov to provide patients, family members, and members of the public with current information about clinical research studies.

Center Watch Clinical Trials Listing Service <http://centerwatch.com>: Use this site to find information related to a variety of clinical trials, as well as new drug therapies recently approved by the FDA. Center Watch also offers a patient notification service in which you will receive an e-mail when a new clinical trial in your area of interest is submitted, or when the FDA approves new drugs that might fit your profile. Use this site as an adjunct to ClinicalTrials.gov.

National Cancer Institute: Clinical Trials http://cancer.gov/clinical_trials: Search for a cancer clinical trial on this National Cancer Institute database. Query by cancer type, treatment type, clinical trial phase, and, most important, by geographic location. Get the contact information for the nation's experts in your type of cancer. Call these experts and ask them what to do.

5.10 FRAUD AND MISINFORMATION

Some sites offer false or unproven information. Others, such as “find the best doctor” sites, often charge for their services. “People in their zeal spend money unnecessarily.” These two sites keep an eye on healthcare fraud:

National Council against Health Fraud (NCAHF) www.ncahf.org: The NCAHF is a nonprofit, tax-exempt voluntary health agency comprised of health professionals, educators, researchers, attorneys, and concerned citizens. This private, nonpolitical, and non-sectarian organization works against health fraud, misinformation, and quackery as public health problems.

Quackwatch: Your Guide to Health Fraud Quackery www.quackwatch.org: Dr Stephen Barrett maintains this extensive site, which includes articles, consumer protection alerts, and links to other anti-quackery sites. “Over the last two years or so, the quality of health information available to consumers via the World Wide Web has greatly improved. The Health on the Net Foundation (www.hon.ch), a nonprofit organization headquartered in Geneva, Switzerland, was created with the support of telemedicine experts and major medical institutions in Europe, Asia, and the Americas to build and support the international health and medical community on the Internet and World Wide Web.

The Health on the Net Foundation makes its Code of Conduct available on the Web in 17 languages (www.hon.ch/HONcode/Conduct.html). Learn and teach these critical standards for judging medical information on the Web.

5.11 SELF-ASSESSMENT QUESTIONS

1. Write an overview of reliable online information resources for social studies and history disciplines.
2. Discuss the role of electronic information resources in health sciences. Also, enlist some important websites on health sciences with brief descriptions.

3. Write shore notes on the following:
 - General homework websites for kids
 - Clinical Trials
 - American Society for Clinical Oncology (ASCO)
 - PubMed
 - NLM Gateway
 - The Merck Manual of Diagnosis and Therapy
 - Drug Index
 - NASA
 - ALA websites for kids

5.12 ACTIVITIES

1. Enlist 20 reliable websites for health and allied subjects other than the above already mentioned sources.
2. Enlist 20 reliable websites for social science other than the above already mentioned sources.
3. Enlist 20 reliable websites for kids other than the above already discussed sources.

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Unit–6

MINDING YOUR MONEY ON THE WEB AND CYBER-SHOPPING

Compiled by: Dr. Amjid Khan

Reviewed by: _____

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INTRODUCTION

Unit 6 covers topics related to financial information, free web-based financial portals and portfolios, business news and commentary, online resources for stock trading, financial planning, and free vs. fee-based websites. In addition, this unit also suggests a few popular shopping search engines, e-commerce, security search sites etc. furthermore. To evaluate students' learning skills, some self-assessment questions and practical activities are given at the end of the unit. A list of references is also provided for further reading on the relevant topics.

OBJECTIVES

After reading this unit, you will be able to understand and explore:

- Financial information: free web-based portfolio trackers
- Business news and commentary
- Online resources for stock trading
- Financial planning
- Company information
- Free vs. fee website
- Specialized shopping search engine
- E-commerce and security

6.1 FINANCIAL PORTALS AND PORTFOLIOS

Before the dot-com bust, every commercial site offered free e-mail accounts. If you visited the site to check your email, you would also put your eyeballs on the advertising around it. When the bubble burst, ad revenue dried up, and many free e-mail accounts blew away. Now that Internet advertising is regaining strength, a new free service is being widely offered to those who favour financial information: free Web-based portfolio trackers. When general financial and business information portals offer these trackers, users will return every day to check their stocks—and view the site. Here are some good general investing Web sites, many of which offer a free portfolio tracking service.

Yahoo! Finance <http://finance.yahoo.com>: This is a wonderful place to introduce yourself to the world of investment and personal finance. In return for free registration, get your finances in order with an amazing array of online money management tools. Users can assess their assets, pay bills, and establish portfolios. The “Mutual Fund Center” offers basic investment education as well as hot tips. The “Planning Center” helps users save and invest toward goals such as paying for college or retirement. Comparison tools for loans and insurance are here, too. On the “Investment” side, find loads of stock information and tutorials.

MSN Money <http://moneycentral.msn.com/home.asp>: Microsoft and CNBC combine to offer this information-packed money management portal. Users can visit the “Investing” section to track their investments with a personal portfolio, read stock and bond news, and read articles from CNBC.

Reuters Business Channel <http://today.reuters.com/business/default.aspx>: Serious investors can get more than 1.5 million investment research Reports from over 700 providers, many at no cost. They can also explore Reuters’ fundamental data on more than 10,000 companies.

SmartMoney.com <http://smartmoney.com>: This is the online version of Dow Jones & Company and Hearst Communications, Inc.’s magazine of “personal business.” It offers detailed coverage of financial news and markets as well as a suite of investment tools. It’s also available in the RSS feed.

BusinessWeek Online www.businessweek.com: *BusinessWeek* print subscribers get access to the complete text of the magazine online. Guests get quite a bit gratis, including general financial and technology news, a global business roundup, news and tools for business school and career-building, a small business portal, and, in return for free registration, a portfolio tracker.

Value Engine www.valuengine.com/servlet/Main: Yale finance professor Dr Zhiwu Chen developed this mathematical computer model for analyzing stocks. Fill out a free registration for access to market overviews and news, and a valuation summary.

WhisperNumber.com www.whispernumber.com/wn_home.jsp: Get the unofficial buzz on company earnings forecasts from WhisperNumber.com. This site compiles information from EPS, CCBN, and other financial sites. Warning—the information on this site is based on market sentiment only.

6.2 BUSINESS NEWS AND COMMENTARY

The Wall Street Journal Online <http://online.wsj.com/public/us>: Businesspeople do not consider their day to have begun properly until they have read the *Wall Street Journal* (WSJ). WSJ headlines are available to all users, but full stories are available only to subscribers of the Online Journal. For a subscription price of \$79 a year, or \$39 for print subscribers, the site offers up-to-date news, detailed company reports, and personalized news and quotes. WSJ Online is also available in several categorized RSS feeds. WSJ Online offers some information gratis: career advice for professionals and college students, real estate information, tips for small business owners, columns about personal computing, and business news written in Chinese.

CBS MarketWatch <http://cbs.marketwatch.com/news>: Get business news and commentary written on the page or in streaming video or audio on this handsome news portal. Has it been delivered to your PDA or mobile phone? Use the tools for personal finance and investing.

Fortune Online www.fortune.com/fortune: **CNN/Money** <http://money.cnn.com>: If you like to read *Fortune* and *Money*, media giant Time Warner offers versions of these magazines *in toto* for print subscribers (including annual lists such as the “100 Best Companies to Work For”), with some content free for guests.

Forbes.com: Financial News, Business News www.forbes.com: Find Forbes financial news here then visit the blog called “Digital Tool” to read the editor’s pick of the most useful article of the week.

6.3 ONLINE RESOURCES FOR STOCK TRADING

Today, although the market zigzags, online trading persists. How can you see how your stock is doing? You must use a “ticker symbol” to get a quote for your stock. On most

stock tracking sites, you can look up a ticker symbol by its company name. Then, use the ticker symbol to find the stock “quote.” The quote will reveal the time and price of the last trade made for the stock on that day and the previous day’s closing price. It will tell you the change in the stock price for the day. The stock’s price-to-earnings ratio will also appear in the quote, plus a variety of other relevant information. Major financial portals like Yahoo! Finance (<http://finance.yahoo.com>) offer slightly delayed stock quote information.

PC Quote www.pcquote.com: Sign up for the free “My PC Quote” account for a place to put a personal portfolio and a customizable home page that can include sector trackers, watch lists, and a performance indicator based on real-time data that displays colour-coded areas to show you what stocks are hot or what is not.

Big Charts <http://bigcharts.marketwatch.com>: Need stock charts to track the fortunes of your investments online? Get them any way you want them at BigCharts, which also offers historical stock quotes.

ASK Research www.askresearch.com/index.asp: Stock watchers get the numbers with a 15 to 20-minute delay for free.

Mutual Funds Value Line www.valueline.com: Where I work, in the affluent bedroom suburb of San Marino, patrons challenge each other for the use of the venerable Value Line publication needed for monitoring mutual funds. Print subscribers can access the corresponding service online for no charge. Even so, guest users may find useful general economic commentary here for free.

Morningstar.com www.morningstar.com: In return for free registration, Morningstar offers a lot to the beginning investor: newsletters, an interactive site, and a portfolio monitor. “Premium Members” pay a fee for access to the complete suite of analyst research and the site’s most powerful tools.

Bonds Online: Your Source for Fixed Income Investing www.bondsonline.com: Maybe you have grown a bit leery of the stock market. Maybe your fixed income doesn’t allow you to gamble your investments away. Just click over to Bonds Online to get education and direction in making bond investment decisions. It provides articles, newsletters, and bond value calculators for the bond market investor.

BondTalk.com www.bondtalk.com: Visit BondTalk.com to find “live talk and analysis of the bond market and the economy.” This site features the research of Anthony “Tony” J. Crescenzi, a major bond market strategist.

6.4 FINANCIAL PLANNING

“Five years ago, self-directed financial planning advice and tools were going to make everyone the master of her retirement, college and investment planning,” writes Jeanhee Kim of Forbes.com (www.forbes.com/bow/b2c/category.jhtml?id=62). Yet, Kim notes, since the stock market drop of 2001, many more investors seek professional advice before they invest their hard-earned dough. Generally, that advice will cost you (although wisdom from a professional may well be worth it). Still, there are sites that volunteer information about how to handle your money.

Kiplinger.com: Trusted Financial Advice www.kiplinger.com: The Kiplinger site offers business forecasts and advice on personal finances. Retirement advice, calculators, stock quotes, and more are free for use by all. Kiplinger’s Tax, Agriculture, and California newsletters are considered premium content available to subscribers only.

Financial Engines www.financialengines.com: Guests can access a wide variety of solid advice about how to build personal wealth on a modest income. Members pay \$150-\$300 annually for personalized advice.

About Retirement Planning <http://retireplan.about.com>: Harmon W. McKinney Jr. authors this comprehensive annotated guide to online retirement planning resources. Subject areas include 401(k)s, living on a retirement income, and issues specific to women.

Money Chimp www.moneychimp.com: “Money Chimp seeks to be the most coherent, logical, useful and accessible financial education resource on the face of the earth. This site is simple, attractive, and easy to understand, a good place for novices to learn about investing.

Motley Fool www.fool.com: “fools” offers insightful market commentary and portfolio enhancing stock analysis. Beginners can benefit from the “Fool’s School” tutorials, and everyone can register for free to receive access to stock ideas, commentary, and a spot to hang an online portfolio.

Value Line University <http://www.valueline.com/about/aboutvalueline.aspx>: Whether you’re a beginning investor or a veteran looking for high-impact ideas, Value Line can position you for financial success quickly and easily. The uncontested authority in reliable, unbiased information, Value Line puts you in the driver’s seat with accurate and insightful investment research on companies, industries, markets, and economies. From the latest data, sophisticated tools, and proven ranks to expert analysis and guidance, Value Line gives you the power to

evaluate investments with confidence. Make smarter, more profitable decisions with Value Line.

GE Center for Financial Learning www.financiallearning.com/ge/home.jsp: This site offers a free set of wonderful lessons (in return for registration) teaching how to manage and then invest our hard-earned dough. GE even gives us tips about how to deal with a sudden change in personal finances, such as the death of a wage-earning spouse.

Women's Institute for Financial Education www.wife.org: WIFE help women connect to resources that will help them prosper and grow financially. Their slogan? "Aman is not a financial plan."

Wachowicz's Web World: Websites for Discerning Finance Students

http://web.utk.edu/~jwachowi/wacho_world.html: The links break into eight categories: introduction to financial management, valuation, tools of financial analysis and planning, working capital management, investment in capital assets, the costs of capital, intermediate and long-term financing, and special areas of financial management. Wachowicz even provides some PowerPoint slides, so you can present what you have learned to your friends.

6.5 COMPANY INFORMATION

When you buy stock, you are buying a company. Better check it out before you put your money down. The following sites will help you find the company information.

Hoover's Online www.hoovers.com/free: You can still get quite a bit of dirt on larger, public, mostly U.S.-based businesses, although some international enterprises are listed, too. Free data includes company contact information, a link to the Web site, a few original paragraphs written about the company by Hoover's editorial staff, the names of several top executives, and the names of three top competitors. **Business.com** www.business.com: Search the "Business Internet" here. My specific company information or drill down through their directory to information for specific industries. Browse business news or look for job openings.

Search the EDGAR Database www.sec.gov/edgar/searchedgar/webusers.htm: "This site allows access to all the current government filings for America's public companies and mutual funds. The U.S. Securities and Exchange Commission's Electronic Data Gathering, Analysis, and Retrieval system (EDGAR) performs automated collection, indexing, and posting of the extensive reports on operations filed by all publicly held U.S.-based companies and mutual funds. SEC filings are especially useful for finding out details about a company, say, a biography of a company officer.

The Securities and Exchange Commission of Pakistan (SECP)

<https://www.secp.gov.pk/about-us/what-we-do/>: SECP is the financial regulatory agency in Pakistan whose objective is to develop a modern and efficient corporate sector and a capital market based on sound authority principles, to encourage investment and foster economic growth and prosperity in Pakistan.

Advice for Investors: Canadian Company Profiles www.fin-info.com: The database covers companies listed on the Canadian stock exchanges, including the Toronto Stock Exchange (TSE), the Vancouver Stock Exchange (VSE), and the Montreal Exchange (ME).

Corporate Information www.corporateinformation.com: It offers access to information and ratings on the world securities markets including 30,000 company profiles from 53 countries. Free access is limited to three profiles per day, although a broader subscription service is available. This is a great site for information on companies not based in the United States, although the many U.S.

Kompass.com www1.kompass.com/kinl/index.php: Search international company information by industry, company, trade, or executive name, or mix it up in an “advanced search.” Basic information is free, although more in-depth info comes at a price. Contains information about 1.8 million companies in 75 countries.

Dun & Bradstreet (D&B) www.dnb.com/us: Access the D&B databases over the Web on a pay-per-use basis. These proprietary databases contain value-added information such as company background reports or the D&B Million Dollar Databases covering both private and public U.S. companies.

Bigger than Enron: Questions Investors Need to Ask

www.pbs.org/wgbh/pages/frontline/shows/regulation/etc/questions.html: Individual investors “need to ask some hard, even rude, questions” about companies, their management, and their boards of directors. This site, from the television show *Frontline*, shows investors how to protect themselves.

Investor Education and Assistance www.sec.gov/investor.shtml: Find tips and answers to common investing questions here. There is even a section to give librarians easy access to selected securities and investor information at the SEC.

The Corporate Library www.thecorporatelibrary.com: “The Corporate Library is an independent investment research firm providing corporate governance data, analysis & risk assessment tools.”

Scandal, Inc. <http://money.cnn.com/news/specials/corruption>: CNN/Money gives us this page that tracks developments related to corporate crime. Find out which corporations and accounting firms are in trouble, and why.

6.6 FREE VS. FEE WEBSITE

As you may have noticed, many of these financial sites cost big bucks to use, while some are free. Although the old truism still holds that there is no free lunch, searchers should still “follow the money” and find out who put this information up there and why. For example, the EDGAR site, as we know, is paid for by tax dollars. Another site, EDGAR Online (www.edgar-online.com/start.asp), offers the same information for a fee, albeit with a few more searching, display, and automatic notification features added.

6.7 CONSUMER ADVICE

Here are a few resources that can point our public in the right buying direction.

Consumer Reports Online www.consumerreports.org: It’s not free. Still, it’s a terrific site, offering all the content of its print counterpart plus interactive tools for comparing products and an “e-Ratings: Web Site Review” page to help users find the best shopping sites on the Web.

Consumer Search www.consumersearch.com: Consumer Search begins its process by reviewing the reviews about all different kinds of products, including those in the *Consumer Reports*, listed previously. It looks for the best reviews, both on and off the Internet, and then ranks them according to how well they identify the category’s best products. Next, it develops a “Full Story” report, identifying experts on these product categories and analyzing what they say. Finally, it distills the results about which products are top-rated into a “Fast Answers” section.

Consumer Guide www.consumerguide.com: Consumer Guide has gained a reputation of late, particularly in the field of reviewing automobiles. The Website offers this service for free, along with reviews of lots of other things consumers might fancy, including electronics and baby gear. The Consumer Guide site also features a price comparison engine with links to online merchants.

6.8 SHOPPING SEARCH ENGINES

Here are some of the best general shopping search engines.

Shopping.com www.shopping.com: This site has been around a long time in different identities. Recently, it was purchased by eBay.com. Shopping.com incorporates Epinions.com, and integrates their reviews of the products on sale. This is the best general shopping search engine, or “shopbot,” in that it offers a lot of information about every product and deals only with trustworthy merchants.

BizRate.com www.bizrate.com: BizRate searches for products, and then ranks merchants according to its proprietary shopping search algorithm. Most of the input for merchant rank comes from millions of users who offer feedback about their shopping experiences each week.

Yahoo! Shopping <http://shopping.yahoo.com>: The Yahoo! shopping engine searches major chain stores as well as smaller merchants enrolled in its collection of online stores Shop by store or by brand, or drill down into their directory structure of stuff for sale. Tip: visit the bottom of the splash page to link to free information from *Consumer Reports*.

PriceGrabber.com www.pricegrabber.com: PriceGrabber.com not only searches for the lowest listed price but also figures in any taxes and shipping costs for the merchants, depending on where you order. Search here for books, consumer electronics, video games, movies, music, toys, and computers.

Froogle <http://froogle.google.com>: Froogle is the shopping version of Google; that is, it applies Google's search technology to "locating stores that sell the item you want to find and pointing you directly to the place where you can make a purchase," according to the site. Froogle does not accept payment from merchants for higher ranking in the search results. Instead, demure targeted advertisements called "sponsored links" appear alongside the result list.

mySimon www.mysimon.com: mySimon, now part of CNET, is quite a good comparison-shopping service. The search results page allows users to sort merchants by price, availability of a product, store name, and store rating.

PriceSCAN.com <http://PriceSCAN.com>: PriceSCAN is the "cleanest" of the shopping search engines in that it accepts no money from vendors for listing products and prices. In a product search, PriceSCAN will also search for "functionally equivalent products," finding the best prices among various manufacturers. Browse the store directory to find the online shopping site that best suits your needs. Here's a useful tip for those without prescription drug coverage: Type the name of a medication in the product search box. PriceSCAN will compare prices from pharmacies in the U.S. and Canada.

Ask Jeeves www.ask.com: And you thought Jeeves was just a search engine. No way. Now, everyone's favourite butler serves up price comparisons, too. Simply click on the "Products" icon to bring up a cost comparison grid powered by PriceGrabber.com.

6.9 SPECIALIZED SHOPPING SEARCH ENGINES

These specialized shopping engines are much more likely to get relevant results. Here are some shopping search engines that specialize in categories of merchandise.

BookFinder.com www.bookfinder.com: For finding the best prices on used books, you can't do better than BookFinder.com. Fast and efficient, BookFinder is the database to start with for used, fine, rare and out-of-print books. It searches Advanced Book Exchange, Alibris, Amazon, Antiq book, Bibliofind, Fatbrain, Powell's Books, and many others at once.

CNET Shopper <http://shopper.cnet.com>: Buying computers, electronics, or wireless products? Go to CNET Shopper. This site also offers reviews of the latest gadgets.

Mobissimo Travel www.mobissimo.com/search_airfare.php: This newish metasearch travel engine operates on the same principle as the shopping search engines, but it searches for the best prices on airline tickets (outside of Southwest Airlines and JetBlue, who don't generally allow travel search engines to spider their databases). Mobissimo joins the ranks of older travel search engines including Cheap Tickets (www.cheaptickets.com), Expedia (www.expedia.com), Orbitz (www.orbitz.com), Travelocity (www.travelocity.com), Yahoo! Travel (<http://travel.yahoo.com>), and QIXO (www.qixo.com).

LowerMyBills.com www.lowermybills.com: Let LowerMyBills.com help you find the lowest rates on services from loans to long-distance to credit cards to Internet Service Providers.

Get Connected www.getconnected.com: Enter your ZIP code to find local deals on wireless phones and plans, high-speed Internet access, long-distance phoning, and satellite television. When looking for cellular service, shop by phone, carrier, accessories, promotions, or "lifestyle."

eBay www.ebay.com: **eBay Inc.** (/ˈiːˌbeɪ/ *EE-bay*) is an American multinational e-commerce corporation based in San Jose, California that facilitates consumer-to-consumer and business-to-consumer sales through its website. eBay is a multibillion-dollar business with operations in about 30 countries, as of 2011. The company manages the eBay website, an online auction and shopping website in which people and businesses buy and sell a wide variety of goods and services worldwide.

SalesHound.com www.saleshound.com: What local brick-and-mortar stores are having a sale? Use SalesHound.com to find deals that you can drive to.

Amazon www.amazon.com: It's not just for books anymore. Amazon has teamed up with other quality merchants like Target to become a one-stop-shop for dry goods, electronics, apparel, music, movies, tools, toys, gourmet food, and kitchen appliances.

Buy.com www.buy.com: Find slightly dated electronics along with books, music, sporting goods, and toys for about the lowest price anywhere on the Web. There are lots of selections here to keep a Hunter happy on the first foray.

CoolSavings.com www.coolsavings.com: Sign up to print out savings coupons for products sold at brick-and-mortar stores.

AbleShoppers.com www.ableshoppers.com: Able Shoppers scours the Web for things on sale. It also lists electronic coupons usable at online stores. Pick up its RSS feed to keep on top of those bargains.

Fat Wallet www.fatwallet.com: It's a coupon site. No, it's a shopping search engine. Wait! You're both right. Complete the free registration to link to sales at online merchants or to participate in the feedback "Forums." Use the "Compare Prices" page to access cost comparison content provided by PriceGrabber.com. The latest spin? On this site, getting a rebate is reframed as earning "Cash Back." Only you don't get the money. It stays in your Fat Wallet account as a credit against future purchases.

6.10 E-COMMERCE AND SECURITY

E-Commerce security refers to the principles which guide safe **electronic** transactions, allowing the buying and selling of goods and services through the Internet, but with protocols in place to provide safety for those involved. Here is a site that explains how merchants can keep their purchasers safe.

Learn the Net: Security www.learnthenet.com/english/html/07secur.htm: This site explains how credit card transactions over the Web are scrambled so that hackers can't intercept them. It also lists the signs that buyers are dealing with reputable merchants—and where to complain if they are not.

6.11 SELF-ASSESSMENT QUESTIONS

1. Write a comprehensive note on financial portals and portfolios with examples.
2. Enlist 10 reliable information resources for business news and commentary with descriptions.
3. Discuss online resources for stock trading and company information with examples.
4. Write short notes on the following:
 - Consumer Advice
 - Shopping Search Engines
 - E-Commerce and Security

6.12 ACTIVITIES

Make a list of at least 10 online information resources (websites) on each of the following:

- Financial portals and portfolios
- Business news and commentary
- Online resources for stock trading
- Financial planning
- Company information
- E-commerce and security

(*Note: these websites should be other than the above already discussed*).

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Unit–7

MANAGING WEB-BASED E-MAIL

Compiled by: Dr. Amjid Khan

Reviewed by: _____

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INTRODUCTION

Unit 7 covers topics related to the management of web-based emails, email directories and spam emails. This unit also provides guidelines on how to chat with a different segment of society. To evaluate students' learning skills, some self-assessment questions and practical activities are given at the end of the unit. A list of references is also provided for further reading on the relevant topics.

OBJECTIVES

After reading this unit, you will be able to understand how to:

- Manage web-based e-mail
- Manage free e-mail directories
- Manage spam emails
- How to chat?

7.1 INTRODUCTION

Web-based email, as the term implies, uses a website as a portal to your email. Using your web browser, you visit the site provided by either your Internet service provider (ISP) or a third party and log in to read, send, and otherwise manage your email online.

Electronic mail (email or e-mail) is a method of exchanging messages ("mail") between people using electronic devices. Invented by Ray Tomlinson, email first entered limited use in the 1960s and by the mid-1970s had taken the form now recognized as email. Email operates across computer networks, which today is primarily the Internet. Some early email systems required the author and the recipient to both be online at the same time, in common with instant messaging. Today's email systems are based on a store-and-forward model. Email servers accept, forward, deliver, and store messages. Neither the users nor their computers are required to be online simultaneously; they need to connect only briefly, typically to a mail server or a webmail interface for as long as it takes to send or receive messages.

Originally an ASCII text-only communications medium, Internet email was extended by Multipurpose Internet Mail Extensions (MIME) to carry text in other character sets and multimedia content attachments. International email, with internationalized email addresses using UTF-8, has been standardized, but as of 2017, it has not been widely adopted.

The history of modern Internet email services reaches back to the early ARPANET, with standards for encoding email messages published as early as 1973 (RFC 561). An email message sent in the early 1970s looks very similar to a basic email sent today. An email had an important role in creating the Internet, and the conversion from ARPANET to the Internet in the early 1980s produced the core of the current services.

Fast forward to 1980: The ARPANET has been opened to the academic community and is now known as the Internet. Throughout the 30-something years that the Internet (by whatever name) has existed, e-mail has remained its most popular protocol, the tried-and-true “killer app.” It dovetails with the basic human need to communicate. E-mail is easy, asynchronous, and inexpensive. Usually, Internet access accounts that come with e-mail charge a monthly fee, although Web-based e-mail accounts such as those on MSN’s Hotmail (www.hotmail.com) are free. That makes it the medium of choice for many folks to send messages around the country and the world. Contact one friend or colleague at a time—or many. You don’t have the time to call each one? Send out a broadcast message. Email lacks

the “tone of voice” of spoken communication, but this is not always a bad thing. For all these reasons, if your library offers Internet access to your patrons, you must also give them an email. Of course. Why wouldn't you? There are several reasons, rooted in the history of the Internet again. At first, all e-mails came via the telnet protocol. In this protocol, your machine acted as a remote console for the big computer that stored your messages. Although you could read your mail on the screen, it never stayed on your local hard drive unless you specifically downloaded it. This kept your hard drive free of extraneous files.

The mid-1990s saw the creation of POP3 mail (Post Office Protocol), in which a program on your machine, for example, Eudora (www.eudora.com), opens a connection to your ISP, downloads your mail, then cuts the connection. You reconnect when you are ready to send. With most e-mail work done offline; the time spent hogging a live connection to the Internet drops dramatically. The problem with public access terminals? Users must reconfigure the e-mail program whenever they access a different account. Plus, users' private e-mail downloads to the public terminal—a total drag for everyone concerned! Then came Web-based e-mail, which some outfits gave away “free,” for the price of a small advertisement attached to all messages. Hotmail, acquired by Microsoft, makes one's e-mail account accessible from any Internet terminal, eliminates the need for middleman software, and solves the e-mail dilemma for public access terminals. When the Internet was riding high in the late 1990s, many commercial Web sites offered free e-mail accounts to attract repeat visitors. Although many of these accounts disappeared after the “dot-gone” bust, good, free, Web-based email service is still widely available.

7.2 FREE E-MAIL DIRECTORIES

Your patrons want and need free e-mail. You and your staff may need it, too, depending on the state of Internet access for your library. We, as librarians, need to have a way to communicate with our patrons and each other. Here are some directories and lists to help you find a free e-mail service just right for your patrons—or for you.

Free E-mail Providers Guide: FEPG.net www.fepg.net: Cole and Associates bring you the Free E-mail Providers Guide, featuring 1,300 free e-mail providers from around the world. Let “Posty” the e-mail wizard help you decide which free e-mail service would work best for you. FEPG.net keeps us up-to-date with the free e-mail universe, offering news on its site or pushing the news to your (free) e-mail inbox.

Yahoo! List of Free E-Mails <http://dir.yahoo.com>: From the Yahoo! directory, search for “free e-mail.” Then browse Yahoo!’s hand-picked list of tasty free e-mail services. Short annotations help guide you to a site that will fill your needs.

Yahoo! Mail <http://mail.yahoo.com>: Everyone likes this full-featured e-mail service. It is integrated with other free Yahoo! features such as its “Briefcase” storage space, instant messaging service, and its RSS aggregator My Yahoo (<http://my.yahoo.com>). Plus, Yahoo! Mail offers 100 MB of mailbox capacity.

Hotmail www.hotmail.com: A Microsoft product, this granddaddy of all free Web-based email providers has increased its mailbox capacity to 250 megabytes, up from two megabytes. Beware, though. Hotmail accounts are often prime spammer targets. Also, these accounts become inactive if unused for 30 days. Ninety days of inactivity cause them to disappear altogether.

E-mailAnywhere.com www.e-mailanywhere.com: The Canadian corporation MPC Technologies powers this Webpage that gives users access to their e-mail from anywhere on the Web. The company also has a nice free e-mail service.

Spymac www.spymac.com/index.php: This Web-based e-mail service is designed for Mac users, although PC users can use it, too. It offers one gigabyte of storage for free. Plus, you can mount a Web page and post your photos.

Mail2Web www.mail2web.com: You are on the road and can’t dial into your ISP? Point your browser to Mail2Web to check any POP3 e-mail account not hidden behind a firewall.

Gmail <http://mail.google.com/mail>: In the spring of 2004, the famed search engine Google announced a new free e-mail service called Gmail. Gmail offers 2,000 megabytes, that is, two gigabytes, of e-mail storage. Gmail is an amazing product that can serve many uses.

7.3 SPAM MANAGEMENT

Spam is any electronic message mass-mailed on the Internet that forces itself on people who would not otherwise choose to receive it. The technical term for it is “Unsolicited Commercial Email” or “UCE.” “The spam messages without exception advertised stuff that’s worthless, deceptive, and partly or entirely fraudulent,” states John Levine, co-author of *The Internet for Dummies*. “It’s funky miracle cures, vaguely described get-rich-quick schemes, dial-a-porn, and so on the downhill from there. It’s all stuff that’s too cruddy to be worth advertising in any medium where they’d have to pay the cost of the ads” (<http://spam.abuse.net/overview/spambad.html>). System

administrators must deal with the bombardment of Internet messages that clog their servers and threaten their networks with malicious programs. End-users plough through piles of offensive junk to pick out the few notes they need from work and family. It is almost impossible to stop spam at its source. If we respond to spam, asking to be removed from their mailing list, say, the spammers slam back with even more unsolicited mail. Our best hope of managing spam is to use software designed to filter out these messages before we ever see them. Reputable ISPs filter the most obvious spam for their users. Free Web-based e-mail accounts often come equipped with “antispam” filters. When users receive unwanted messages, the filters enable them to add the sender to a blocked list. After that, any more communication from that sender gets deleted before it reaches the inbox. Are spam filters perfect? Oh no. For one thing, spammers change their address of origin all the time to get around the filters. Still, if used diligently, anti-spam software can go a long way to reducing the amount of spam in our inboxes to a manageable level. It had better. Otherwise, an email will become more trouble than it is worth.

Getting Off Commercial E-mail Lists

www.dmaconsumers.org/consumers/optoutform_emps.shtml: Want to reduce the amount of unsolicited e-mail, a.k.a. spam, that floods your inbox? Sign up with the Direct Marketing Association’s “E-mail Preference Service.” Legitimate companies will check this list and remove your name from their mailing lists.

MailWasher www.mailwasher.net: This lets you view the subject lines of incoming messages to decide whether to bring them down or delete and bounce them. The bounced e-mails are returned to the sender with a note saying that the address no longer exists. MailWasher also recognizes and warns users of possible spam and will automatically block messages from user-specified senders. It can even filter according to character sets, that is, by language.

Thunderbird www.mozilla.org/products/thunderbird: This free e-mail program for PCs allows users to identify spam with a click of the mouse. Future messages from identified spammers get shunted to the “junk” folder or the trash. The application is easy to use and very effective.

7.4 WHAT ABOUT CHAT?

Chat and instant messaging (IM) can be very cool for connecting with friends. Unlike e-mail, these formats transmit messages in real-time. But chat and IM usually require the user to download secondary software, definitely a problem for public access terminals. Chat and IM software must be configured for every

account, just as the old e-mail software used to be. Once users have logged in, the software remembers and reactivates whenever someone attempts to contact them. The two major IM programs, AOL Instant Messenger(www.aim.com) and ICQ (ICQ stands for “I Seek You”; www.icq.com) also owned by America Online require those insidious downloads. Still, there are a few chat and IM services entirely Java based; they need no extra software beyond a late model browser to run. Give them a try.

Yahoo! Chat <http://chat.yahoo.com>: Although Yahoo! does offer pernicious downloadable chat room software, it also sponsors these more modern java-based chatrooms that leave no trace on library computers.

InfiniteChat www.infinitechat.com: Here are several rooms for teens, kids, adults, and trivia lovers. All are free and require no registration or plug-ins, as they are Java-based. Just choose a nickname and jump right in.

Headbone Zone Chat www.headbone.com/friends/chat: How about a nice, safe place for kids to chat under the watchful eye of a grown-up? Here it is. Kids and teens just need to sign up, read and agree to the rules (no personal information, no objectionable language, etc.), then begin chatting. The chat rooms are only open when an adult is monitoring them.

WhatsApp <https://web.whatsapp.com/>: WhatsApp has been around a lot longer than people think: in 2009, it was designed by two former Yahoo! Employees after both were rejected from jobs at Facebook (ironically, WhatsApp would be bought by Facebook later in 2014). With the help of a Russian coder from RentACoder.com, Brian Acton and Jan Koum were able to perfect and pump out their final product — a communication app called WhatsApp after the popular phrase, “**What's up?!**”

WhatsApp Messenger is a FREE messaging app available for iPhones and other smartphones. WhatsApp uses your phone's Internet connection (4G/3G/2G/EDGE or Wi-Fi, as available) to let you message and call friends and family. Switch from SMS to WhatsApp to send and receive messages, calls, photos, videos, and Voice Messages. The app essentially meshes together traditional messaging services, social media, and your phone for a fully immersive messaging platform with a little added sprinkle of security with end-to-end encryption.

WeChat <https://web.wechat.com/>: is a messaging and calling app that allows you to easily connect with family & friends across countries. It's the all-in-one communications app for text (SMS/MMS), voice and video calls, and files. multimedia messaging: Send video, image, text, and file messages.

7.5 SELF-ASSESSMENT QUESTIONS

1. Define email. Discuss the use of email in library services with examples.
2. What do you understand by ‘librarians’ users’ guide’. Explain with examples.
3. Write short notes on the following:
 - Texas Information Literacy Tutorial (TILT)
 - HTML
 - Webchat
 - WhatsApp

7.6 ACTIVITY

1. Select any five books and prepare their citation according to the following citation formats.
2. American Chemical Society (ACS); American Medical Association (AMA); American Psychological Association; American Sociological Association (ASA); Chicago; Council of Science Editors (CSE); Irvin’s Writing about Music; Modern Language Association (MLA).

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Unit–8

MAKING AND MAINTAINING DO-IT-YOURSELF WEB PAGES, AND WEB ACCESSIBILITY

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INTRODUCTION

Unit 8 covers topics related to creating and maintaining web pages and web accessibility, suitable software for creating web pages, HTML and its allied tools, creating subtitles and transcripts, describing webpage links, use of colours in web pages, cascading style sheets and other websites supportive technologies. To evaluate students' learning skills, some self-assessment questions and practical activities are given at the end of the unit. A list of references is also provided for further reading.

OBJECTIVES

After reading this unit, you will be able to understand and explain:

- Making and maintaining web pages and web accessibility
- Software suites for creating web pages
- HTML and allied tools
- Create subtitles and transcripts
- Describe webpage links
- Utilize colour control
- Cascading style sheets
- Accessibility portals
- Websites supportive technologies

8.1 INTRODUCTION

The library Web site can and by default does play a variety of roles. For instance, a library Web site often serves the role of a library workstation, both for the users and for the librarians serving them. This necessitates a presentation and organization that allows users to know all that the library has to offer electronically, and in a way that makes sense. It is a tool that will help to speed up or slow down the reference librarians' work in assisting patrons to find information. It is a tool that will help or hinder the user in expanding research or in finding the answer to a very simple question, such as how to determine if the library has a particular book and where it might be found. In the role of a library workstation, a library Web site serves as a delivery mechanism for databases, electronic texts, and journals, and often for the library catalogue. In delivering these resources, the Web necessitates dialogue between public and technical service librarians to determine how and where to represent access to all this information. Next, a library Web site is a way of making internal resources or products available. These might be digitized copies of special collections, including manuscripts, images, or even locally created databases. They might be products, such as instructional tools, class assignments, guides, and finding aids. The option of placing electronic reserve material in a copyright secure environment is being undertaken by many libraries. Additionally, a library Web site can become an agent for archiving and retaining information that comes and goes on other sites. Finally, an all-important function of the library's Web site is to serve as a communication tool for a library and its users. It is a way to advertise when the physical presence is available and where it is located, as well as to tell users who work there and what sort of services those people provide. A library site can let people know about organizational structures and missions. Even better, the Website can allow us to hear from the users through interactive forums, chat rooms, and email links. But we can also do so through an examination of our log files to learn how many people visit us, where they come from, what they use, and what sort of problems they encounter.

8.2 MAKING AND MAINTAINING DO-IT-YOURSELF WEB PAGES

The Web has allowed librarians to find new roles as information generators, as well as to continue the functions of information gathering, organization, and access. Librarians are not only expected to be writers, publishers, and programmers but graphic artists, too? You bet we are—and it can be both fun and to our professional advantage to accept the challenge. So, fire up your browser and prepare to download some tools to help you work your magic. In this unit, I want to offer an overview, a framework, plus a few tips to give the technological novice a basic

understanding of what goes into writing and maintaining a Web page. At the end of this piece, you should be able to make a simple Web page yourself and make changes to your current pages, or at least contribute to discussions about it. Before you begin though, I must reveal my bias toward freeware and shareware for hand-crafting simple pages.

8.3 SOFTWARE SUITES FOR CREATING WEB PAGES

There are three software suites for creating web pages on Intel-based machines: Dreamweaver from Macromedia (www.macromedia.com/software/dreamweaver), Net Objects Fusion (www.netobjects.com/products/html/nf5.html), and Creative Suite from Adobe (www.adobe.com/products/creativesuite/main.html). These are highly integrated packages with great support and consistent interfaces, definitely purchase one of these programs if you need to build interactive Web pages or fashion cascading style sheets that provide a consistent look for all the Web pages on a site. Still, these applications are expensive, complex, and difficult to learn and use.

8.4 WHAT IS HTML?

Hypertext Markup Language (HTML) is the standard markup language for creating web pages and web applications. With Cascading Style Sheets (CSS) and JavaScript, it forms a triad of cornerstone technologies for the World Wide Web. Librarians who want to make our basic pages—for pathfinders or teaching aids, for example—like to figure things out for ourselves (or maybe we are just plain cheap). Visit any Web page. Move your cursor up to the browser toolbar. On either Netscape or Internet Explorer, pull down the “View” menu. Select “Source” or “Page Source.” A new window will pop open showing the page surrounded by the otherwise hidden “hyper-text markup language,” or HTML, that gives the Webpage its look. Web documents are simply plain-text (also known as ASCII) files that you can create using any text editor such as Simple Text on a Macintosh or Notepad on a Windows machine. In HTML, the important parts of the text document, also known as its “elements,” are marked with “tags.” Tags allow Web browsers, for example, programs such as Netscape Navigator or Internet Explorer, to recognize parts of our HTML pages and display them correctly. Examples of elements include heads, tables, paragraphs, and lists. Tags are words enclosed between “less-than” and “greater-than” symbols, that is, “<” and “>.” Tags almost always come in pairs. The opening tag defines the beginning of an element; the second, or ending tag, marks the place where the element stops. For example, all Web documents begin with the tag <html> and end with the tag </html>. (Notice the right slash after the less-than sign on the closing tag.) This set of tags tells the

browser that the document is a Webpage and allows it to interpret the file accordingly. All Web pages must have several essential tags. When typed out on a text editor, they look like this:

```
<html>
<head>
<title>Web Site Title</title>
</head>
<body>
Contents of Web Site
</body>
</html>
```

At the beginning and end of the file, notice those `<html>` tags. Within this set of tags are two other tag sets: the head and the body. The head section contains information that surfers don't see, but that browsers can read. The "metadata" that search engines use to classify pages is often hidden in the document head. The head also must contain the Web page title, marked by the `<title></title>` tags. Below the head lies the body section of the document. All the text and pictures that site visitors *see* are sandwiched between these two `<body></body>` tags.

HTML is based on an earlier and more complicated publishing layout standard called "Standard Generalized Markup Language," or SGML. It has also spawned a new, evolving standard called "eXtensible Markup Language," or XML. HTML and XML standards are "interoperable," that is, they work on the same principles and use many of the same markup tags. The difference is that tags in HTML serve as crude tools for Web page layout and hypertext linking. For example, text on a document written in HTML will display in the centre of a line if it appears enclosed in the `< centre></centre>` tags. In contrast, the tags in XML act as a way to define the content and structure of a document. For instance, the author of a document can be marked as an "author" element, for example, `<author>Jane Doe</author>`.

This content tagging allows the software to easily "parse" documents. This means that all kinds of programs can recognize the different sections and elements within a document. The tagged data can be easily pulled out, indexed, and displayed according to the preferences of an end-user. XML does not replace HTML. HTML sets up how a Web page *looks*. In contrast, XML tags are invisible on a Web page and don't do anything—they simply describe the pieces of information on the page. The purpose of including XML definitions on a Webpage is to allow the data on it to be more understandable and usable across different hardware systems, programming languages, and software. HTML and XML are designed to complement each other. A Webpage that is laid out using HTML and that also

follows the rules of XML is said to be written in “XHTML.” XHTML is very strict about its tags and structure. Because of that discipline, it can be used by XML-enabled devices and Internet mobile phones and is backwards-compatible with any old browser. It is no wonder that web pages written in XHTML are considered “well-formed”! We can start writing our Web pages in XHTML today.

8.5 TML REFERENCE

If you want more information about how to use HTML. The following sites can point you in the right direction.

NCSA Beginner’s Guide to HTML

(<http://archive.ncsa.uiuc.edu/General/Internet/WWW/HTMLPrimer.html>): The National Center for Supercomputing Applications at the University of Illinois at Urbana-Champaign, has offered this beginner’s guide since the Web was first woven. If you need to write a library page primarily intended to get information to your patrons, this guide will teach you everything you need to know.

WDVL: The Beginners Page (www.wdvl.com/WebRef/Help/Begin.html): Internet.com’s Web Developer’s Virtual Library is a great place to visit when faced with the need to construct a Web page for the first time. It begins with explanations of the Internet, the World WideWeb, and HTML, and leads to a catalogue of Web-based tutorials.

HTML Tutor www.december.com/html/tutor: Milwaukee-based Web instructor John December has put his lessons on the Web. These range from the most basic to more advanced tutorials.

HTML Cheatsheet from Webmonkey

http://webmonkey.wired.com/webmonkey/reference/html_cheatsheet: Refer to this cheat sheet whenever you forget how to write that HTML tag that you planned to use.

Web Design for Librarians

www.scc.rutgers.edu/scchome_old/policies/web.htm: It guide pulls together the best of current Web design thinking, revealing wisdom such as “Reading from computer screens is 25 per cent lower than from paper” and “Web content should be 50 per cent the size of its paper equivalent.”

Web Style Guide www.webstyleguide.com: Study this guide if you want to know what it means to design a Web page to deliver content effectively.

8.6 HTML EDITORS

Now you know how HTML works, but you don't want to type out all those tags yourself, even though you *could* with any plain text editor. Caution: Never use formal word processing programs like Microsoft Word to build or edit a Web page. These applications always add gobs of their hidden formatting code to your text. This formatting just doesn't translate to the Web and is very hard to remove once it is there. Instead, go out on the Internet and download some specialized HTML-writing software to make the whole Webpage crafting process a lot easier.

NoteTab Light www.notetab.com/ntl.php: This sturdy, free program for PCs is essentially a text editing application with HTML writing aids attached. After the program opens, click on the HTML tab along the bottom of the opening screen. Then, click on "New Web Page" near the top of the column on the left. This will generate a simple template on the editing screen that automatically forms the "bones" of a basic Web page.

8.7 CHOOSING COLOR

A good Web page makes strategic use of colour. Some fortunate folks are born with a natural colour sense, but, sadly, I am not among them. I need assistance in selecting attractive, harmonious, yet sufficiently contrasting colour combinations for my background, text, links, and so on. Note that, in HTML, colours are usually represented by a six-digit code called a hexadecimal representation, or hex code. It looks like this: #RRGGBB, where RR, GG, and BB are the hexadecimal values for the red, green, and blue values of the colour. When there is no colour at all, that is, when you want black, the colour code is #000000, because black has no red, green or blue. When all three colours are turned up full force, for example, #FFFFFF, the colour you get is white. Older computers are limited in the number of colours they can portray. When they need to render a colour outside the usual, they do it by interspersing dots of different colours, hoping that they will blend. This is called "dithering" and it isn't pretty. Also, PC-based computers display colours differently than Macs do. The solution, when designing a Web page, has been to choose among the 216 colors on the "Web-safe palette," that is, the colours that will appear smooth and clean no matter what computer monitor displays them.

Colour Combinations: Color, Creativity, Code

www.worqx.com/color/combinations.htm: Here is a simple yet beautiful tutorial about colour theory, the idea that colours have relationships to each other, which you can see illustrated when the hues are arranged around a wheel.

Visine Webmaster's Color Lab www.visibone.com/colorlab: VisiBone has arranged the 216-colour Web-safe palette in a useful colour wheel. Choose contrasting, triad, or tertiary tones, then see how they play together on a panel to the side. See the 216 colours laid out in a flat chart at <http://html-color-codes.com>.
Color Scheme Generator 2 <http://wellstyled.com/tools/colorscheme2/index-en.html>: Simply click on a colour on the wheel and then choose the harmonious colour accent scheme that you prefer: mono, contrast, triad, tetrad, or analogic. See these palettes in their dark, light, and medium pastel manifestations. Use the pull-down menu to see how these colour combos would appear to users with various types of colourblindness.

Spin the Colour Wheel www.webwhirlers.com/colors/wheel.asp: Simply designate which of the three should be the background, the secondary colour, and the text, and then see how the colours would look on a real Web page.

8.8 IMAGE EDITORS

Following are some links to popular image editor sites.

- **Paint Shop Pro** www.corel.com:
- **IrfanView** www.irfanview.com:
- **FuturePaint**
www.stazsoftware.com/shareware/index.php?category=graphics:
- **GraphicConverter** www.lemkesoft.de/en/graphcon.htm:
- **ImageJ** <http://rsb.info.nih.gov/ij/index.html>:
- **GIFWorks** www.gifworks.com:

8.9 FREE FONTS

Following are links to some popular free font sites.

- **Larabie Fonts** www.myfonts.com/browse/foundry/larabie:
- **Fontcraft's Scriptorium Fonts and Graphic Arts**
www.ragnarokpress.com/scriptorium/index.html:
- Effective Use of Fonts in Web Design" (www.fontcraft.com/scriptorium/wfarticle.html):

- **Famous Fonts at SharkShock** www.sharkshock.com/fonts/fontsfoo.html:
- **Blue Vinyl Fonts** www.bvfonts.com:

8.10 FILE TRANSFER PROGRAMS

Once you have your HTML and image files ready on your hard drive, how do you get them up to your server so they can go out on the Web? Why, with a “file transfer protocol,” or an FTP program, of course. Here are some clients for both PCs and Macs.

- **Cute FTP** www.cuteftp.com: According to the editors at CNET.com, the best FTP client for Windows is CuteFTP by GlobalSCAPE, Inc. “CuteFTP is the best transfer utility on the market,” they declare. “It’s easy enough for newbies yet tough enough for seasoned file movers.” Try it for 30days free, but then you will pay the fee for this dependable, indispensable FTP program.
- **SmartFTP** www.smartftp.com: SmartFTP can make the “secure” connection required by some ISPs and comes in more than 20 languages.
- **FTP Voyager** www.ftpvoyager.com: International PC-based Web page builders, try this multilingual FTP client. You can register your copy of this award-winning program in English, Spanish, German, French, Finnish, Italian, Korean, Russian, Chinese, or Japanese. Try it for 30days free first.
- **Fetch** <http://fetchsoftworks.com>: Fetch is an easy-to-use, full-featured FTP client for the Apple Macintosh. A single-user license to Fetch is fee-based, but you can try it for free for 15 days.

8. 11 TESTERS AND FIXERS

The following proofreading tools exist out there to help us comb through our coding and get out the kinks.

- **Viewable with Any Browser** www.anybrowser.org/campaign/index.html:
- **HTML Tidy Online** <http://infohound.net/tidy>:
- **Xenu’s Link Sleuth** <http://home.snafu.de/tilman/xenulink.html>:

8.12 WEB-PAGE DESIGNER

There are plenty of helpful sites on the Web, and here are a few favourites.

- **Web Developers’Virtual Library** <https://www.w3.org/MarkUp/html-test/stars.html>
- **Webmonkey** <http://webmonkey.wired.com/webmonkey>:

- **BigNoseBird** www.bignosebird.com:
- **Reallybig.com Web Builder Network** <http://reallybig.com/default.php3>:

8.13 MAKING THE WEB ACCESSIBLE TO THE DISABLED

The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect. –Tim Berners-Lee. The Internet isn't always "one size fits all." Every day, inaccessible web design prevents billions of people in the disabled community from having an easy online experience. For those with visual impairments, learning difficulties, hearing loss and more, there are dozens of unique challenges waiting behind every URL. But building a disability-friendly site is a lot simpler than you might think. How can we do this? First, simply remember to include a text alternative to every graphical element on your page. In HTML, it looks something like this: ``. Those using screen readers to surf the Web can then hear what they can't see. The latest HTML standards require this "alt" tag for all images. Screen readers display Web pages sequentially. That means that tables written in HTML must employ clear row and column headings if we want them to make any sense to the visually impaired. Frames do not translate well on-screen readers either. Every frame must have a meaningful title to help users move easily to the content that they want to read. Design your forms, too, with the screen-reading public in mind. Following are a few practical tips to implement when creating a disability-friendly site.

- Use Alt tags
- Create subtitles and transcripts.
- Put periods in abbreviations.
- Describe your links.
- Utilize colour control.
- Get clickable.
- Keep your copy simple.
- Include an accessibility guide.
- Know your audience.

8.14 CSS: CASCADING STYLE SHEETS

We can also make our Web pages more accessible by writing them using Cascading Style Sheets, or CSS. The basic idea about HTML is that it separates content from presentation. That is, we write what we write and let our readers' computers worry about the layout. There are a couple of problems with that. First, as page designers,

we would like to have some control over the *look* of our pages as well as the words on the page. Second, in HTML, to change the look of our site means having to edit every page, because the formatting code, that is, the HTML tags that determine the layout of a Web page, are embedded in each file. What if we could accompany the HTML files that we store on our Web server with a small text file that contains most of the formatting tags for the whole site? The `<head></head>` part of our content-bearing Web pages would contain a tag that links to this little file. When we want to make a change to our site, to alter a font colour, say, we could make the change in the little file. This update in *style* would then *cascade* across our entire Web site. Get it? The tag in the `<head></head>` part of a Web page that links to the little text file looks something like this: `<link href=“../styles.css”rel=“stylesheet” type=“text/CSS” />`. In this case, the little text file with all the formatting in it is named “styles.css”. It could be called anything, as long as the file extension is .css. Most new browsers support this linking to a style sheet. On old browsers—or even on cell phone Web browsers—Web pages written with CSS display their full-text content in sequential order, simply eliminating the fancy colours and layout. Screen readers can read these simplified pages easily without having to say quite so many tags out loud. CSS offers another accessibility advantage. One Web page can offer several links to different style sheets. The default style sheet may suit most people, but those with low vision might choose a look that offers larger print, perhaps in high contrast. The change in the display can be made by users instantly, with the click of a link. How cool is that? For an example of a Web page that uses three style sheets to offer small, medium, or large text sizes, visit Usability First (www.usabilityfirst.com). Other sites as under.

- **Draac.Com’s CSS Course** www.draac.com/css/css1.html: Draac.com offers tutorials on many aspects of building Webpages. Their CSS tutorial is the clearest and cleanest that I have seen.
- **Webmonkey Reference: Style Sheet Guide**
- http://webmonkey.wired.com/webmonkey/reference/stylesheet_guide
- *Wired* magazine’s Webmonkey explains CSS to all of us.
- **Holy CSS, Zeldman!** www.dezwozhere.com/links.html: Andrew Fernandez has collected a whole bunch of links to CSS-related tutorials.
- **Style Master CSS Editor** www.westciv.com/style_master: This program works on both PCs and Macs to help users make style sheets for their Web pages.

8.15 ACCESSIBILITY PORTALS

Plenty of sites offers advice on accessible technology in general and inclusive Web design in particular. Here are some of the best.

- **WebABLE** www.webable.com.

- **Alliance for Technology Access** www.ataccess.org.
- **DO-IT Program** www.washington.edu/doiit.
- **Center on Disabilities** www.csun.edu/cod.
- **AWARE Center** aware.hwg.org.
- **Web Accessibility Initiative (WAI)** www.w3.org/WAI.
- **Adaptive Technology for the Internet**
- www.ala.org/ala/products/books/editions/adaptivetechnology.htm.
- **Designing More Useable Web Sites** <http://trace.wisc.edu/world/web>.
- **The Adaptive Technology Resource Centre (ATRC)** www.utoronto.ca/atrc.
- **IBM Accessibility Center** www-306.com/able.

8.16 TOOLS AND UTILITIES

Following are some software, please, to help us improve our Web pages.

- **Watchfire WebXACT** <http://webxact.watchfire.com>.
- **A-Prompt Project** <http://aprompt.snow.utoronto.ca>.
- **Accessible Web Publishing Wizard for Microsoft Office**
<http://cita.rehab.uiuc.edu/software/office/index.html>.
- **VisCheck Color Blindness Simulator** www.vischeck.com/daltonize.
- **Media Access Generator (MAGpie)**
<http://ncam.wgbh.org/webaccess/magpie>.

8.17 OTHER SUPPORTIVE TECHNOLOGIES

In addition to fixing our Web pages, we can offer workstations in the library that are handicapped accessible. These software products can help.

- **Microsoft Accessibility Home** www.microsoft.com/enable:
- **Simply Internet 2000** www.econointl.com/sw.
- **Opera** www.opera.com.
- **YSpeak**
- **Apple: Accessibility**

8.18 WHERE TO BUY TECHNOLOGIES

When you need to buy adaptive technology hardware to make those workstations truly accessible, try these sites.

- **The Boulevard: An Assistive Technology Expo** www.blvd.com.
- **EnableMart** www.enablemart.com.
- **Infogrip** www.infogrip.com
- **Pulse Data International** www.pulsedata.com.
- **Words+** www.words-plus.com

8.19 SELF-ASSESSMENT QUESTIONS

- 1 How to create a web page? Discuss its major steps with examples.
- 2 Define HTML. Also, explain the process of creating a web page for a library using HTML.
- 3 Enlist online tutorials/sites for webpage designing.
- 4 How to make a website accessible for disabled people? Discuss with examples.
- 5 Write short notes on the following:
 - HTML
 - HTML Reference
 - HTML Editors
 - Image Editors
 - File Transfer Programs (FTP)
 - Cascading Style Sheets (CSS)

8.20 ACTIVITY

Create a website for a university library using HTML.

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Unit–9

TEACHING THE INTERNET, COMPUTER TROUBLESHOOTING AND KEEPING UP WITH CHANGES

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INTRODUCTION

This unit cover explains various tips for teaching the Internet and active learning. It also covers topics related to website evaluation checkpoints, educational resources, computer troubleshooting for librarians and other troubleshooting techniques, and business news related to computer sciences. To evaluate students' learning skills, some self-assessment questions and practical activities are given at the end of the unit. A list of references is also provided for further reading on the topic(s).

OBJECTIVES

After reading this unit, you will be able to learn:

- Tips for Teaching the Internet
- Active Learning
- Website's evaluation checkpoints
- Educational Resources
- Computer Troubleshooting for Librarians
- Troubleshooting Tip One: Reboot
- Tip Two: Defrost Without Tears
- Other Secret Key Combinations for Windows
- Tip Three: Pound those Pop-ups
- Tip Four: Slash that Spyware and Mash that Malware
- Tip Five: Scandisk and Defrag
- Tip Six: Erase the Damage
- Tip Seven: Use Soap and Water
- Computer and Business News
- Subject-Specific Web Resources

9.1 TIPS FOR TEACHING THE INTERNET

Teaching, however, is an entirely different skill from finding-a professional searcher's primary area of expertise. Our patrons have little use for the minutiae we find so fascinating—like the relative merits of various search engines. Additionally, the Internet makes it possible to quickly find information, communicate with people around the world, manage your finances, shop from home, listen to music, watch videos, and much, much more. With billions of websites online today, there is a lot of information on the Internet. Search engines make this information easier to find. All you must do is type one or more keywords, and the search engine will look for relevant websites. Academic librarians often offer Web tutorials to reinforce the bibliographic instruction they give to students. Following are a few types of learning that a librarian could offer to library users.

9.2 THE “BEGINNER MIND”

One of the most important things a trainer can do is to recapture the “beginner mind,” that is, to try to remember what it was like before they knew anything about online searching or the Internet. Your students will cover a wide range in terms of their Web and basic computer knowledge. Some may know how to point and click and get to their Gmail, while others may not know how to type or move a mouse. Unfortunately, you have to teach to the lowest common denominator. Assess the students as soon as they come into your class, so you'll know where to set your level.

9.3 ACTIVE LEARNING

Active learning is generally defined as any instructional method that engages students in the learning process. In short, active learning requires students to do meaningful learning activities and think about what they are doing.

9.4 WEBSITE EVALUATION CHECKPOINTS

These are essentially some checkpoints that librarians use when doing collection development. The first point is “**Authority**”: Who wrote the page? What credentials does the writer have to be an authority on the subject? The second point is “**Currency**.” Remember that the Web-only took off in 1995; any page not updated in the last six months is history. Make sure the page is dated and recent. Point three is “**Accuracy or Bias**.” It costs money to rent server space for a Web page. Follow that money. Who put up that page and why? “**Commercialism**” is a fourth quality

checkpoint. A site that sells things is terrific if you want to buy something, like an off-price jacket from REI Outlet (www.rei.com/outlet/index.html) or an aeroplane ticket. But if you only want information, beware. It may well lie elsewhere on the Web, or at the library, for free. Scholarship and health information are areas particularly prone to fraud. The last point is **“Scope”**: Does the information on the Web answer your question, and in enough depth? These critical-thinking skills are essential for Internet students at every level.

9.5 EDUCATIONAL RESOURCES

Academic librarians often offer Web tutorials to reinforce the bibliographic instruction they give to students. Use the following resources to get ideas for your own information needs.

ICYouSee: T Is for Thinking www.ithaca.edu/library/Training/hott.html: John R. Henderson, instruction, and reference librarian at the Ithaca College Library in New York State, has assembled this useful guide to critical thinking about Web resources. Henderson offers three critical thinking exercises those instructors can use to help students evaluate Web resources.

Finding Information on the Internet: A Tutorial

www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html:

Joe Barker, the Internet instruction program coordinator at the University of California Teaching Library, assembled this vast and detailed site designed to “provide a current, up-to-date remote and local learning resource for anyone interested in finding information on the World Wide Web.” Barker emphasizes “effective, state-of-the-art search strategies applicable to any research interest.” This may be more than beginners want to know.

Internet Navigator www-navigator.utah.edu: This Macromedia Flash site is meant to teach the Internet to the entire state of Utah—well, all the colleges in Utah, anyway. Each college provides a live instructor to help students work through the tutorials.

Internet Tutorials <http://library.albany.edu/internet>: Laura Cohen, network services librarian at the University at Albany in New York, maintains this comprehensive, lucid set of Internet tutorials.

Texas Information Literacy Tutorial (TILT) <http://tilt.lib.utsystem.edu>: The University of Texas System Digital Library assembled these modules designed to teach information literacy, that is, how to effectively select, search, and evaluate Web resources. Use TILT Lite for slow connections and old computers; Full TILT requires plug-ins for all the bells and whistles.

InFoPeople www.infopeople.org/index.html: The InFoPeople Project, a partnership of the California State Library and the University of California Berkeley Library, offers this collection of training resources to help libraries in providing public access to the Internet.

LOEX Clearinghouse for Library Instruction

www.emich.edu/public/loex/loex.html: LOEX (Library Orientation Exchange) is a self-supporting, nonprofit educational clearinghouse for materials used in library instruction, housed at Eastern Michigan University. Member libraries and librarians have donated all the teaching materials on this site. This is a great resource for training guidance and ideas.

LivingInternet.com www.livinginternet.com: When introducing newcomers to the Internet, I find it helpful to explain a little bit about its history. This helps my students form a mental model of the Internet and what it can and cannot do. This site covers the important points in the development of the Internet and the World Wide Web and provides interesting quotes from important players.

9.6 GLOSSARIES

Define Web terms in your handouts and lectures with the help of these sites.

Webopedia www.pcwebopedia.com: “The #1 online encyclopedia and search engine dedicated to computer technology,” from *PC Magazine*’s experts.

Matisse’s Glossary of Internet Terms www.matisse.net/files/glossary.html: Matisse Enzer, author of *Unix for Mac OS X* (Peachpit Press, 2002; ISBN 0201795353), assembled this friendly and easy-to-understand Internet lexicon.

Glossary of WWW, Web Searching, and Netscape Jargon

www.lib.berkeley.edu/TeachingLib/Guides/Internet/Glossary.html: “The Teaching Library” at UC Berkeley offers this glossary as part of their suite of teaching tools.

Mouserobics www.ckls.org/~crippel/computerlab/tutorials/mouse/page1.html: Have a patron who wants to surf the Web but has never used a computer mouse before? Sit him or her down in front of this page to get a little practice.

New User Tutorial <http://tech.tln.lib.mi.us/tutor/welcome.htm>: Do you have a patron who has never really used a computer before? Send him or her through this tutorial from the TLN Technology Committee (<http://tech.tln.lib.mi.us>) written by Andrew Mutch.

Learn the Net www.learnthenet.com/english/index.html: San Francisco-based Michael Lerner Productions offers these free interactive Web tutorials in English, Spanish, or French. There are lots of great graphics on this site. Have your patrons take the mini-courses “E-mail-at-a-Glance” and “The Web-at-a-Glance.”

Computer Training Online www.ckls.org/~crippel/computerlab/tutorials: Chris Rippel of the Central Kansas Library System in Great Bend has authored this set of explanations, tutorials, and tips about computers and the Web. Rippel covers how to buy and maintain hardware, how to choose software and a bit about how to use it, and articles about how to use the Web and e-mail. This is a great resource from a public library point of view.

ShortGuides.com: Free Computer and Internet Tutorials <http://shortguides.com>: Technology trainer and consultant Richard Truxall, based in Ann Arbor, Michigan, has written these concise tutorials and offers them free for all to use. Learn tricky little bits of things like how to use Yahoo! Mail, how to buy a new computer, and how to find your roots online. This could be a very useful site for on-the-fly training handouts.

Internet Tutorials <http://library.albany.edu/internet>: Laura Cohen, Network Services Librarian/Webmaster at the University at Albany, one of the State Universities of New York, has written a clear set of computer tutorials that she offers free on this site. New computer users might enjoy her “How to Copy and Paste from a Web Page to Windows WordPad” or “How to Capture a Graphic on the Web to a Diskette.”

DynamicZone FX www.dzfx.com/workshops/list: This Colorado Web design and marketing company offers free online tutorials for Microsoft Word and other programs. These serve slightly more advanced users. Be aware that the tutorials teach users how to change the home page in Internet Explorer and to customize the navigation buttons.

HowStuffWorks “Internet Channel” www.howstuffworks.com/category.htm?cat=Intrnt: Atlanta-based How Stuff Works offers explanations and instruction about every aspect of life on the Internet. Topics range from blogging to cable modems to RSS.

Draac.com: A Complete Guide to HTML www.draac.com: Need to teach a class about how to write fancy Web pages? David Jansen’s Draac.com offers tutorials on how to do all of it, from basic HTML to tables, frames, and forms. Jansen’s tutorial on CSS is the clearest and cleanest that I have seen.

9.7 COMPUTER TROUBLESHOOTING FOR LIBRARIANS

Troubleshooting is a form of problem-solving, often applied to repair failed products or processes on a machine or a system. It is a logical, systematic search for the source of a problem to solve it and make the product or process operational again. Troubleshooting is needed to identify the symptoms. Determining the most likely cause is a process of elimination—eliminating potential causes of a problem. Troubleshooting requires confirmation that the solution restores the product or process to its working state. The computer has penetrated every facet of library services and has affected how we interact with library services and how libraries are perceived. Helping patrons gain access to information means that we need knowledge of the *method* of access. In the case of the Internet, this means learning how to do at least minor troubleshooting on computers. The Internet is an essential tool in our work, but its unregulated nature makes even casual users vulnerable to nasty attacks. As modern information professionals, we are increasingly required to manage not only information itself, but also its supporting technologies. The important thing to remember is there is always a logical reason for a computer not working, and it is not difficult to find out the solution and solve the problem on your own. We are so often challenged by the new technology that we have expanded traditional library services through the incorporation of new technologies into our work. The computer has played an important role in these changes. Becoming computer literate can help librarians skillfully use the computer and make the computer work efficiently. The following are practical troubleshooting tips for those common problems that could happen in the library setting every day. The following tips presented cover computer maintenance, computer lock-up, illegal operation messages, various booting problems, and other errors.

9.8 TROUBLESHOOTING TIP ONE: REBOOT

“Reboot” is the first rule of computer troubleshooting. In most cases, on a Windows machine, rebooting just seems to help unscramble the computer’s brains. You can try the “warm” boot, that is, asking Mr Computer to cycle through its shutdown and restart procedures without shutting off its power.

If Mr C. is unresponsive, another variation of this manoeuvre involves delicately reaching over and jabbing the “reset” button on the front of the machine. The “warm” boot didn’t work? Try the “cold” boot: shutting down the machine completely, waiting two minutes, then turning it back on. You might even want to cut off the power at the surge protector. That gives all your peripheral devices (printers, etc.) a chance to reset themselves, too. This should do the trick. As with the “warm” boot, it is better if you can manage an orderly shutdown. Punching the power off suddenly

may cause the reading device that skims just above the surface of the hard drive to plunge directly down into it, like a Concorde SST into a French hotel. The result could be a disaster. Hard disk drive design has improved over the years, but the danger still exists. Remember, if you see the red “hard drive” light glowing on the face of your machine, don’t just cut off the power. If that red light won’t turn off, call your experts. If anyone’s going to make any killer decisions here, let it be a techie.

9.9 TIP TWO: DEFROST WITHOUT TEARS

When someone has opened so many Web pages with pop-up advertising windows that his/her browser finally gave up and froze. Does he have to turn the whole machine off to save the situation? Maybe not. First, try that magical key combination, Control-Alt-Delete. Press the “Ctrl” key, then, while continuing to hold it down, press “Alt” and “Delete.” When all three are down at once, a little window will appear on your screen that lists programs currently running. Select the one not working (in this case, the browser) then click on the “End Task” button. If you are lucky, closing that one frozen program should thaw the computer enough to get it working again. If you are not lucky, simply press control-alt-delete again to perform a “warm” boot. Interesting note: The code for Control-Alt-Delete was written by David J. Bradley in 1980 or ’81 when he worked for IBM.

9.10 OTHER SECRET KEY COMBINATIONS FOR WINDOWS

In Windows, these secret tricks often consist of what are called “shortcut keys,” combinations of keystrokes that accomplish what would otherwise involve pull-down menus and double clicks. Let’s say your mouse has stopped working. Press the “Ctrl” key, then “Esc.” Control-escape will bring up your “Start” menu, allowing you to perform an orderly reboot. (By the way, so will the Windows key between the Ctrl and Alt keys on either side of the space bar on most keyboards.) You’ve got two windows open. The window you want is hidden completely behind the other one. How do you get to it? Press the “Alt” and “Tab” keys together to toggle to the window you used last. Want to “Select All” of your document, “Copy” and “Paste” it somewhere else—without using a mouse? Type “Ctrl-A,” “Ctrl-C,” then “Ctrl-V.” “Ctrl-C” and “Ctrl-V” are especially useful when no “Copy” or “Paste” commands appear on the toolbars of a program. Just because the programmers didn’t choose to display these options does not mean that the Window-standard options won’t work. Got pop-ups, those annoying ads that appear in new browser windows over the pages you are trying to view? Press “Alt” and “F4” together to close them down. Search your “Windows Help” file (from the “Start” menu) for “shortcut keys.” Or you might want to read one of those lucid and humorous.

9.11 TIP THREE: POUND THOSE POP-UPS

Pop-ups are a symptom of a computer infected with a virus or “spyware.” Often though, pop-ups are simply advertising associated with a particular site. The site allows them because they gain advertising revenue. What they don’t think about is that it makes users hate them. Although pop-up windows aren’t as bad as malicious downloads, they can slow down computer performance and make surfing miserable.

Google Toolbar <http://toolbar.google.com>: Although some fine programs eliminate pop-ups, the solution to this irritating problem is simply to install the Google toolbar for Internet Explorer and Mozilla’s Firefox browser (www.mozilla.org/products/firefox). This petite addition to these browsers does a great job of eliminating most pop-up ads while allowing users who need a pop-up on a particular site to disable the feature with a click of the pop-up blocker icon. It also offers a search box that allows users to search the Web with Google from any site.

Dogpile Search Toolbar www.dogpile.com/info.dogpl/tbar: InfoSpace’s metasearch engine Dogpile now comes as a toolbar that has the same pop-up blocking power as Google’s. Plus, it allows users to pull in RSS feeds that scroll across as a ticker on its search bar all day long. This toolbar works only with Internet Explorer.

9.12 TIP FOUR: SLASH THAT SPYWARE AND MASH THAT MALWARE

“Spyware,” this software is designed to harvest computer information and send it back to the advertiser for its use. Doxdesk.com blogger Andrew Clover calls this class of program “unsolicited commercial software.” This tactic is technically legal because users must click on an “OK” button before the program is installed. Unfortunately, because the explanation of the download is purposefully misleading, most users are not aware that this consent opens their computer to outside forces that may track their online behaviour, download unlimited advertising to their browser, or even change their home page to one of the advertiser’s choosing. (This is especially troublesome when the hijacked home page points to a pornographic site.). In some cases, spyware downloads itself automatically when users visit certain Web sites. This kind of attack is called a “drive-by download.” Just as it is wise for most citizens to avoid urban areas where there is gang activity, security-minded computer users may want to steer clear of Web neighbourhoods featuring arcade games and video game cheats, LyricsDomain (that offers free song lyrics),

any “free” pornography, and, oddly, sites about wrestling. Not only that but spyware and “malware” (software specifically designed to harm a computer) are often poorly written and tend to suck up a computer’s processing power.

Task List Programs [\www.answersthatwork.com/Tasklist_pages/tasklist.htm:\](http://www.answersthatwork.com/Tasklist_pages/tasklist.htm)
We don’t want to remove the wrong process and crash our computers completely. So, we will want to check suspicious process names against the alpha list of Windows task descriptions at AnswersThatWork (www.answersthatwork.com). Turns out, that C:\Windows\System32\LSASS.exe is an integral part of the operating system. Best not remove that one.

TrendMicro Spyware Scan www.trendmicro.com/spyware-scan/: Trend Micro Anti-Spyware for the Web is a free online tool that checks computers for spyware, and helps remove any infections found. When the detection process is complete, the tool will display a report describing the result including which, if any, spyware was detected, and prompt you before the removal process.

SpywareInfo Online Spyware Detection www.spywareinfo.com/xscan.php: SpywareInfo and XBlock (www.xblock.com), maker of XCleanerSpyware Remover, join forces to offer this Web-based application. It scans for all supported “adware” and many of the “spyware,” keyloggers, and trojans that the downloadable freeware version of X-Cleaner also targets.

Spyaudit www.webroot.com/services/spyaudit_03.htm: Webroot offers this free program that scans your system registry and hard drive space for thousands of known spyware programs. Although Spy Audit displays the spyware that is on your system, it does not remove any files.

eTrust PestScan www.ca.com/products/pestpatrol: Visit the “Spyware Center” at Computer Associates’ “CA SecurityAdvisor Site” to get a free online spyware scan of your computer. Because it uses Active X controls, this online scan only works with Internet Explorer. It finds a lot of spyware, but this free scan does not remove it.

Ad-Aware <http://lavasoft.element5.com/default.shtml.en>: Ad-Aware scans the hard drive for rogue registry entries and tracking files then eliminates them. This reliable program is available in three levels of protection. The “Professional” version provides the most protection and can be implemented over a network. Ad-Aware Plus updates itself and is good for smaller implementations. The “personal edition” remains free for non-commercial use.

Spybot S&D (Search and Destroy) www.safer-networking.org/en/home/index.html: It makes a good complement to Ad-Aware (mentioned above) as it often catches spyware that the other misses. It also “immunizes” the computer against many major spyware products. Although Kolla offers his program gratis, be sure to send him some cash to thank him for his work.

CWShredder www.intermute.com/products/cwshredder.html: There is a particular kind of spyware that is very difficult to remove called CoolWebSearch. Its code changes constantly, but it invariably redirects users to coolwebsearch.com and its affiliates. (Tip: Don’t visit that site to check. It might download itself as a “drive-by.”) The malware changes your home page, adds links to porn sites, and inserts a toolbar into Internet Explorer. It also slows down your PC and makes it very unstable, causing it to crash and reboot randomly. The only way to get CoolWebSearch off of a PC is to run CWShredder.

Spy Sweeper www.webroot.com Webroot offers this powerful spyware removal tool for about \$30 per year.

HijackThis:Merijn.org www.spywareinfo.com/~merijn/downloads.html: It examines and displays files on key areas of the hard drive, particularly the Registry. Most of the files on the list will be legitimate, but some may be spyware.

Microsoft Windows Anti-Spyware (Beta)

www.microsoft.com/athome/security/spyware/software/default.msp: Microsoft recently purchased Giant AntiSpyware, a very good spyware removal tool. It offers it now to Windows XP users as a free beta-test product.

SpywareBlaster www.javacoolsoftware.com/spywareblaster.html: Here is a program that “prevents the installation of ActiveX based spyware, adware, dialers, browser hijackers, and other malware or potentially unwanted programs,” according to its website.

E-SPYAD <http://netfiles.uiuc.edu/ehowes/www/resource.htm>: This application keeps spyware from installing itself. It is a free downloadable application, IE-SPYAD, to “stop unwanted crapware from being installed behind your back via ‘drive-by-downloads.’” It works with the Internet Explorer browser.

Home PC Firewall Guide www.firewallguide.com: Spyware prevention is just one part of the security suite needed to protect every Windows computer connected to the Internet.

Spyware Info www.spywareinfo.com: It offers explanations of spyware along with the tools and knowledge you need to protect your privacy from the onslaught of spyware, adware, and corporate and government surveillance.

Spyware Guide www.spywareguide.com: This Spyware Guide offers links to anti-spyware software and lists of companies distributing spyware as well as software and applications known to contain spyware.

9.13 TIP FIVE: SCANDISK AND DEFRAG

These two system utilities from Microsoft help users maintain file systems on their Windows operating systems. (The Macintosh utility that scans and defrags is known as “Disk First Aid.”) Windows keeps track of the location of the files on the hard drive with a kind of content called the File Allocation Table (FAT for short—except on Windows 2000 and XP, where it becomes the Master File Table, aka MFT). When you add or delete a lot of material, the FAT can get out-of-date. To fix this problem on Windows 9x machines, run the ScanDisk program located under Programs/Accessories/System Tools. It will rewrite the File Allocation Table to reflect the current state of the hard drive. On XP and later, this utility is called “Chkdsk” or CheckDisk. In “My Computer” or “Windows Explorer,” right-click the drive you want to check and then click “Properties.” Under the “Tools” tab, click “Check Now.” There you go. Over time, as you delete files, empty spaces form on the hard drive. Newly added material interfiles itself in the various lacunae, spreading itself all over the drive. You can imagine that it takes the computer longer than it should run a program when it has to skip all over the place to get at all the information it needs. Fix this problem by running the defragmentation utility (“defrag” to its friends) to co-locate files on the hard drive. It does a librarian’s heart good to see defrag at work. The application combs the hard drive and pulls all the files together in good order. Caution: Don’t run it when you need to finish a rush job. Defrag can take hours to complete.

9.14 TIP SIX: ERASE THE DAMAGE

Several programs exist that can erase changes that users make to public access computers. No matter what the patron does—erase files, install software, download viruses or spyware, or tamper with desktop settings—these applications will roll back the machines to a previous pristine configuration upon restart. When the programs work well, they eliminate most of the futzing with fixing. Because

reboot/restore utilities also eliminate all history settings, logs, and temporary files, they are valuable for preserving the privacy of our public access users.

Deep Freeze www.faronics.com: The granddaddy of reboot/restore utilities, this software is easy to deploy and works very well, especially on XP machines. It allows computer administrators to designate a portion of the drive as a non-erase zone. Simply map files such as usage statistics to this drive so they will persist over reboot/restore cycles.

Norton Ghost www.symantec.com/sabu/ghost/ghost_personal: Designed to back up personal hard drives, this program is easily adapted to the purpose of restoring a public access system that has become irrevocably twisted.

9.15 TIP SEVEN: USE SOAP AND WATER

Now that you've cleaned up your files, it is time to wash the computer itself. One of the best things you can do for the poor thing is to take a can of pressurized air and clean out the fan on the back of the CPU. Go ahead. Look at that fan right now. It is covered in crud, right? No wonder the computer sounds like an aeroplane taking off. Cleaning off the fan is almost like changing the oil in your car. It helps your machine run cool and smooth. While you're at it, clean the mouse. It can get very dirty, with oils from many hands mixed with the dust of days. New laser-based mice respond nicely to a quick rubdown with a cloth damp with mild cleansers. Older trackball-based mice require more detailed cleaning. Turn the mouse over and open the cover over the mouse ball. Use your compressed air to blow fuzz out of the chamber. Put rubbing alcohol on a cotton swab to carefully clean the gunk off the rollers around the ball. Be careful not to leave pieces of cotton swab inside the mouse. Replace the ball and its cover. The mouse should return to its old, responsive self.

Here are some resources that can help digital librarians with issues relating to troubleshooting, creation, management, and support of library-based World-Wide Web servers, services, and applications.

- Web4Lib Electronic Discussion <http://web4lib.org/>
- Microsoft Help and Support <http://support.microsoft.com>
- Annoyances.org <http://annoyances.org>
- Windows Support Center <http://aumha.org>

- PC Help Mobile <http://ralphcaddell.com/pchelp>
- PCWorld www.pcworld.com
- Optimize XP <http://mywebpages.comcast.net/SupportCD/OptimizeXP.html>
- Extreme Tech www.extremetech.com
- Librarians' Index to the Internet
<https://www.nla.gov.au/pathways/jnls/newsite/view/1161.html>
- Library Land Index <http://www.librarylandindex.org/llsearch.html>
- Yahoo! What's New <http://dir.yahoo.com/new>
- Forbes.com: Best of the Web www.forbes.com/bow
- Neat New Stuff I Found on the Net This Week
<http://marylaine.com/neatnew.html>
- El Dorado County Library: What's Hot on the Internet This Week
www.eldoradolibrary.org/thisweek.htm
- Free Pint www.freepint.com/index.html
- Beyond the Black Stump <http://home.mira.net/~lions/pppowwww.htm>
- The Library Web Manager's Reference Center <http://lists.webjunction.org/web4lib/faq.html>
- The Shifted Librarian www.theshiftedlibrarian.com
- The Harrow Technology Report www.theharrowgroup.com/index.htm
- Library Stuff www.librarystuff.net
- Current Cites <http://lists.webjunction.org/currentcites>
- TechnoBiblio www.technobiblio.com
- ResourceShelf www.resourceshelf.com

9.16 COMPUTER AND BUSINESS NEWS

Find out here computer and business news sites.

- New York Times: Technology
www.nytimes.com/pages/technology/index.html
- Los Angeles Times: Cutting Edge www.latimes.com/technology
- CNN.com: Technology www.cnn.com/TECH
- USA Today: Tech www.usatoday.com/tech/front.htm
- BusinessWeek Online: Technology www.businessweek.com/technology
- Slashdot: News for Nerds. Stuff that Matters <http://slashdot.org>
- Wired News www.wired.com/news
- ResearchBuzz www.researchbuzz.com

9.17 SUBJECT-SPECIFIC WEB RESOURCES

Explore the following resources to find the latest in specific subject areas:

- ALA: Internet Resources
www.ala.org/ala/acrl/acrlpubs/crlnews/internetresources.htm
- Blue Web's www.kn.pacbell.com/wired/bluewebn
- LLRX.com: Legal and Technology Articles and Resources for Librarians, Lawyers, and Law Firms www.llrx.com
- Connie Crosby: Info Diva <http://conniecrosby.blogspot.com>
- Useit.com: Jakob Nielsen's Web Site www.useit.com
- Search Engine Watch www.searchenginewatch.com
- SearchDay Newsletter www.searchenginewatch.com/searchday
- Information Today, Inc. www.infotoday.com
- INFO TO GO: Navigating the Internet www.infotogo.com
- The Charleston Advisor www.charlestonco.com

9.18 SELF-ASSESSMENT QUESTIONS

1. Explain the role of the librarian as an ‘instructor for teaching the Internet’. Give examples where necessary.
2. Define ‘Computer Troubleshooting’. Also, discuss different tips for computer troubleshooting with examples.
3. How to evaluate an educational website? discuss.
4. Write short notes on each of the following.
 - Glossary
 - Webopedia
 - ALA resources
 - CNN news
 - Librarians' Index to the Internet
 - Internet tutorials
 - Anti-virus software

9.19 ACTIVITIES

1. Enlist 20 computer troubleshooting sites along with a brief description.
2. Make a list of instructions for teaching the internet to school students.

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